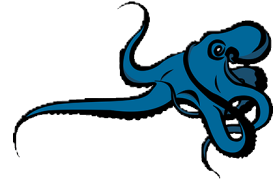


An open letter to all our valued customers, staff & friends,



Firstly, we would like to pass on our heartfelt thanks for all the well wishes & support we have received recently in these unprecedented and troubling times. It is truly humbling to know that so many people consider Aquatic Adventures an important part of their lives, and the business would not be the same without you all.

Within the next few days, it is likely we will see the Australian government institute a similar policy to that already in action in many other parts of the world, and order society into a lockdown. At Aquatic Adventures we believe this is the best solution available to contain the spread of Covid-19 and we whole-heartedly support a policy of increased social isolation until such time as the pandemic crisis has passed.

However, we are not prepared to close our doors entirely just yet. We have many customers who rely on us to maintain their own businesses, including several who can be classified under the “essential services” banner. We have a dedicated staff base who we will make every effort to keep employed, and we have a large, diverse and much-loved club, many of whom want to keep diving throughout the coming weeks & months.

Therefore, we are going to be changing the way our operation runs in the following ways, until such time as the crisis has passed, or more stringent regulations cause us to change these operating policies again:

- From Monday 30th March 2020, Aquatic Adventures store in Rowville will **not** be open for walk-in business.
- All club dives and Friday evening “Club Nights” will be **cancelled** until further notice 😞
- Staff will still be on-call during our normal business hours. However, customer access will be restricted to a “By Prior Appointment Only” basis. Please call 03 9755 5688 to make an appointment.
- No more than 2 customers will be permitted in-store at any one time, even with a set appointment. Please wait patiently outside if you are unable to enter immediately.
- There will be a restricted time window each week during which time tanks for filling, equipment for servicing, and rental gear can be dropped off. **The drop-off window will be every Monday 9am-2pm.** No equipment will be accepted into the store outside of this window, however for rental gear a late fee will be charged if it is not returned within this timeframe.
- There will be a 2nd restricted time window for picking up tanks, serviced equipment, or pre-booked rentals. **The pick-up window will be every Friday 2pm-9pm.** Any other pick-ups will need to be arranged in advance.
- All tank fills and servicing must be paid for in advance.

- Because of the decrease in demand, and the added requirements for decontamination, we have been forced to raise the standard price of an air fill from \$12 to **\$15**. All fill cards will be honoured at no increased cost, but all purchases of new fill cards will reflect the new pricing.
- Aquatic Adventures will not be accepting any cash transactions from now on, to reduce the risk of disease transmission.
- Any equipment purchases must be by prior appointment, and we will not be allowing the trying on of any equipment, unless you are willing to pay a cleaning/disinfection fee.

We realise that the above will be difficult to manage, and that some of our customers may find these measures drastic, however please note that do not entertain these changes lightly. We are doing all the above to safeguard our customers, our staff and our business. Any abuse of staff, or derogatory comments regarding our efforts to stay open and accessible, will not be tolerated.

Aquatic Adventures is privileged to have an amazing community of divers who make up our club and staff, and we invite everyone to join us in keeping our mutual love of the ocean & scuba diving alive! Please keep an eye on our Social Media for updates, videos, photos and other items that we intend to share over the coming days & weeks, and please feel free to share your own content with us. These are difficult times for everyone, and there is no-one who will not be affected in some way in the days ahead, however if we all support one another, and do our utmost to maintain a positive attitude, then we will get through this.

Stay safe everyone, and keep smiling 😊

All the best from the management of Aquatic Adventures

