

HIGHLIGHT LANDSCAPE AND DESIGN, LLC

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Dear valued customer,

We hope you are well. As you may be aware the ability for business and organizations to maintain continuity has been impacted by COVID-19 (coronavirus). We would like to assure you that as Spring approaches, Highlight Landscape and Design is open for business and will continue to provide the quality service you have come to expect.

In an effort to protect you as well as the health of our staff, we are following a number of best practices and ask for your support for the measures we are taking.

- We are practicing social distancing. We will communicate with you by phone, text, or email. Our staff will not approach you-and we ask that you not approach them in person-when they are working on your property.
- We are asking our staff to over- communicate. If any members of our staff are not feeling well, we have asked that they notify us immediately and stay home. Please understand that this is a major impact on our schedule. We will keep you updated if the schedules change.
- We will not handle your personal items –lawn chairs, toys, etc. –when we service your property to reduce the risk of spreading germs. To help us with this we ask that you pick up your yard in advance of expecting our services.
- We will be patient. If you would like to reschedule or postpone our visit, we will understand and do our best to accommodate. We ask that you let us know as soon as possible so we can redirect the staff accordingly

As always we will do our best to provide an exemplary level of service. Thank you for continuing to be a loyal customer. Stay healthy and safe.

Matt and Dave

