

# City Tech Auto Repair 城市汽車修理

## NOTICE TO OUR CUSTOMERS

### State of California Stay-At-Home Order & County of Los Angeles Department of Public Health Safe-At-Home Order

The health and safety of City Tech Auto Repair's community is our priority. We know you may have questions and concerns since executive orders were issued by the Honorable Governor of the State of California Gavin Newsom and the Honorable County of Los Angeles Mayor Eric Garcetti on March 19, 2020.

- The Honorable Governor of the State of California Gavin Newsom issued a "Stay-at-Home" order requiring all non-essential businesses to temporarily shut down.
- The Honorable County of Los Angeles Mayor Eric Garcetti issued a "Safer-at-Home" order requiring all non-essential businesses to temporarily shut down. This order specifically assigned the County of Los Angeles Department of Public Health to mandate and serve notices on all non-essential businesses to temporarily shut down.

Under the authority of the California Health and Safety Code Sections 101040, 101085, and 120175, the County of Los Angeles Health Officers permits "ESSENTIAL BUSINESSES" to continue to operate. Section 13(e) states

***For purposes of this Order, Essential Businesses are defined as the following: (e) Gas stations, and auto-supply, auto-repair, car dealerships and related facilities.***

City Tech Auto is classified under this subsection 13(e) as an "Essential Business". As such, our auto repair facility will remain open for business.

We are committed to following all guidance from the Centers for Disease Control and Prevention, the State of California Governor, the State of California Department of Public Health, the County of Los Angeles Mayor, the County of Los Angeles Department of Health, and local city officials.

We are kindly requesting all customers to follow all guidance set forth by the Centers for Disease Control and Prevention, the State of California Governor, the State of California Department of Public Health, the County of Los Angeles Mayor, the County of Los Angeles Department of Health, and local city officials. This includes but not limited to:

1. As per the health commissioner's instructions, please keep a 6-foot distance between you and others. We therefore kindly request all customers to leave their vehicles in the hands of our experienced technicians. We will call you to pick up your vehicle upon completion of all authorized repairs.
2. Practice good hygiene including hand washing. Unfortunately, we are unable to provide instant hand sanitizer to our customers. We will make every effort to have hand soap available. Please ask the front desk receptionist. Cover your mouth and nose when you cough or sneeze
3. Individuals who don't feel well, have an active acute illness or chronic medical conditions. Although we welcome and accommodate all customers, we are kindly requesting you stay home, obtain advice and comply with instructions from your healthcare providers, follow all governmental agency's (e.g. CDC, mayor, governor, city council, public health department etc) instructions.
4. Individuals who have recently traveled to and returned from China and Europe within the past 14 days. Although we welcome and accommodate all customers, we are kindly requesting you stay home, obtain advice and comply with instructions from your healthcare providers, follow all governmental agency's (e.g. CDC, mayor, governor, city council, public health department etc) instructions.
5. **\*\*We DO NOT provide customers with face mask. Please bring your own.**

We respectfully request your cooperation. This includes but not limited to:

1. Keeping a 6-ft distance between others and you. We kindly refrain from sitting in the main office's reception area. If you do, please try to keep a 6 feet distance from other customers and staff.
2. Write down and hand your personal information on a piece of paper to our front desk receptionist:
  - a. First and Last Name
  - b. Address
  - c. Mobile phone number & Alternate number
  - d. Vehicle information – Year, Make, Model, License Plate, VIN, and vehicle color
  - e. Short description of your vehicle's problem
3. Please carry your own instant hand sanitizers, sanitizing wipes and facial tissues.

Thank you for your cooperation and business.