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2664 Buchanan Ave.
Loveland CO, 80538
1414 Hecla Way
Louisville CO 80027

March 26, 2020

Dear Valued Customer,

Speedy Sparkle Car Wash has been and is committed to providing our customers and staff with a safe, speedy, and sparkling vehicle cleaning experience in Northern Colorado. Yesterday, [Executive Order D 2020 017](#) issuing a "Stay at Home" policy was issued by Governor Polis due to the concern of COVID-19.

Until this Executive Order has been lifted, we will be offering free exterior car washes to First Responders and Law Enforcement officials when they present their work identification. This can be done through their vehicle window, avoiding any human contact.

On March 19, 2020, the Department of Homeland Security released the memorandum "[Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response](#)." This memorandum cited "Automotive Repair and Maintenance" as an essential business. Furthermore, [Colorado Executive Order D 2020 017](#) issued on March 25, 2020 and [Colorado Public Health Order 20-24](#) issued on March 25, 2020 both cited "Automotive Repair and Maintenance" as an essential business. Under the [NAICS code #8111](#), car washes are classified under Automotive Repair and Maintenance designating us as a critical, essential service.

Car washes provide cleaning services that are essential to the health and safety of the general public as the soaps we use in our tunnel break apart and kill most bacteria that could linger on places like car door handles and trunk releases. Automotive owners such as law enforcement, utility, Uber, Lyft, elderly transport, medical professionals, first responders, and non-profit volunteers/staff have a continued need to keep their vehicles clean and safe as they must still go to work for other life sustaining purposes.

During the "Stay at Home" order, we will be continuing following these precautions below.

1. Car Washing Operation Precautions
 - a. All interior services except detail services in Loveland are suspended until further notice.
 - b. Customers will be asked to remain in their vehicles during their exterior car wash.
 - c. Our greeters will continue to wear gloves as they handle credit and debit cards for payment.
 - d. All point of sale terminals will be sanitized between each customer use.



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2. Detailing Operation Precautions (Loveland only)
 - a. Detailing services are by appointment only
 - b. We will be offering free pick-up and delivery of the vehicle to be detailed so customers do not need to leave their homes
3. Other Precautions
 - a. Speedy Sparkle staff will continue to be required to regularly wash their hands and change out their gloves throughout their shift
 - b. All lobby surfaces, restrooms, door handles, and vacuum stations will be cleaned and sanitized by our staff hourly

Our ability to ensure limited human contact enables us to stay open at this time. For Unlimited Wash Club members, we scan your membership tag, no contact needed! If you aren't a member, you can slide your card yourself or give your card to us, we will run it with gloves on, and get it right back to you, all while maintaining a safe distance.

Additionally, we understand that the psychological effects of self-quarantine and social distancing can be difficult for adults and children. We want our customers to know that the Center for Disease Control has recommended activities such as going for a walk, riding your bike, or going for a drive as good ways to break up your daily routine. This can also include getting your car washed while safely staying inside your vehicle and maintaining social distancing.

Finally, we recognize that the "Stay at Home" order has reduced the availability of work for our staff. While we are doing the best we can to evenly distribute the amount of work available, we know that ultimately this may leave many of our employees and their families in a difficult situation. Because of this, we will give 50% of our gift card sales directly to our staff until the order is lifted. Please consider helping support local families in your community by purchasing a Speedy Sparkle gift card that you can use later on a vehicle cleaning service with us.

Any customers who have questions are encouraged to reach out to us by talking to a manager at one of our locations or by sending us a message online through our website or social media.

As a locally owned, small business, the Speedy Sparkle Team thanks you for your understanding and continued support!

Sincerely,

Robert Kearney

Owner

robert@speedysparklecarwash.com