

# HERE ARE THE STEPS GO STORE IT IS TAKING TO KEEP EVERYONE SAFE.

Our top priority at GSI is the safety and wellbeing of our customers. We are closely monitoring updates from the Centers for Disease Control and the World Health Organization regarding COVID-19 for additional preventative practices to implement. We will continue to modify these precautions and policies as needed to address the threat of COVID-19.

- **Closing Stores or Changing Operating Hours**

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Go Store It Self Storage will make every effort to remain open unless a governing body orders business closures as an emergency precaution. We are fortunate to be among those businesses deemed essential in almost every area. It is our intent to support our customers' efforts to support communities and maintain stability, we are committed to remain at their service.

In the unlikelyhood we are alerted that a property has been exposed to a confirmed case of COVID-19, we will immediately close the office until we can have it properly cleaned and made safe for reopening

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- **SOCIAL DISTANCING**

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We have advised our Team on how to maintain a "social distance" from other store associates and customers as a precaution.

We are currently letting only one customer in our offices at a time. We set up appointments with new customers to avoid having too many people in the office. Please remember all transactions can be made online at [www.gostoreit.com](http://www.gostoreit.com). So, if you feel in

person transactions are too risky for you, please feel free to call us or use our online services.

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- **HEALTH AND SAFETY**

- All our team members have been instructed in the proper measures to maintain a safe and sanitary work environment. Including frequent hand washing and the use of face masks. Pursuant to all current CDC and WHO guidelines,
- We will be routinely cleaning our keypads, door handles, counters, fixtures and other frequently handled areas of our property.
- If an employee becomes sick or believes they may have contracted an illness. They have been instructed to stay home and visit a healthcare provider to be tested. They will not return to work until they have documentation declaring a clean bill of health.

- **Customer Issues:**

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We fully appreciate that some of our customers may be experiencing difficult financial times. We are dedicated to working with each customer. To help them maintain their space(s) and accounts. For this reason, we have temporarily turned off all late fees.

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### **Online Business**

Go Store It is proud to offer electronic and phone alternatives to face to face business. We believe in great in person customer service, but if you believe your risk may be to great during this time, here are other ways to reach us:

- **ONLINE RENTALS, RESERVATIONS, AND PAYMENTS**

Rent a storage unit online and get instant access

[www.gostoreit.com](http://www.gostoreit.com)

- **ACCOUNT MATTERS**

Feel free to contact our stores during business hours or our World Class Call Center is there for you before and after hours.