

OUR NEW SAFETY STANDARDS



Effective May 25, 2020, Tops will resume providing our basic In 'N Out Wash.

To ensure we meet new safety standards and to protect customers and staff, we have implemented a new process whereby we fog vehicle interiors with medical grade disinfectant. This process means that to ensure the effectiveness of the application, a basic surface clean may not be sufficient - some vehicles may require an Interior Super Clean, which includes the In 'N Out) and the fogging service, as well as a final disinfecting wipe-down of all high-touch points such as door handles, ignition, etc. instead of the basic interior clean. Our Service Advisor will make the determination and discuss it with you.

In 'N Out Wash Procedure:

You drive your vehicle into the wash. Tops staff will apply disinfectant, the vehicle will proceed through the wash. Tops staff will finish your vehicle and advise you that the service is complete.

Express Detail Procedure:

Service will still be performed on a first-come-first-served basis. If your vehicle cannot be processed right away, you will need to wait with it. The rest of the process is the same as the In 'N Out noted above.

Please note the following important requirements:

- All loose items in your vehicle be removed; this includes loose change, phone charging cords, coffee mugs, etc.;
- For all services: If a vehicle requires someone be in it while it goes through the wash that person must be you – our staff cannot take the vehicle through the wash. If this is the case, we will apply the disinfecting mist after the vehicle has been washed and you have exited it for finishing.

Access to the inside of our building and hallway continue to be prohibited until further notice, including the restrooms. All customers will be required to wait outside, and remain at an appropriate distance from other customers and staff. Seating is available for your comfort.

Because of these changes and the steps we have added, you may encounter a longer wait for service than you have experienced in the past. These changes are for your safety as well as the safety of our staff.

Thank you for your understanding during these challenging times.