

As many of you may know, we incorporated back in January; little did we know the extent of change this would bring to the company.

As it was an administrative nightmare last year, the decision was made to have professional assistance handle the accounting side of things. As a result, our accountant has introduced an automated invoicing system, if you will, to improve the efficiency of service order fulfillment.

We have also adopted the Square payment technology so that we can finalize payments on the spot.

It is now a requirement to prepay many of the services so that we can secure service order placement and scheduling. We will no longer consider a request as a service order until prepayment is completed.

A request will simply not be scheduled or fulfilled unless prepaid. This may be irritating to any who might assume that they will receive service simply because we are tending to a client in the same park on a day they requested to have service.

It should not be assumed that if they pay on the spot to have the service while we are in their park that we will bump our next appointment to serve them. We will **not** bump the next scheduled service order to accommodate such an assumption. It is not fair and not how we treat our clients.

When a service request is received we will email an invoice for the amount required, which may vary dependant on the type of service needed. The pre-payment is then expected to be received in full, the same as if one was at a store register. If time is needed in order to make payment please notify us immediately, otherwise the payment will be expected as required.

**Again, we will not schedule a request without the payment.**

Pre-payments can still be made by e-transfer. While all our email accounts will accept payments we ask that you please make your payment to [accounts@ottawavalleyrv.com](mailto:accounts@ottawavalleyrv.com)

If you should prefer to use a debit or credit card please inform us of such and we will arrange to receive your information over the phone. NEVER send such information through email. Although our emails are encrypted between you and the server, in both directions, we will not and cannot warrant that your information is 100% secure; 99.9% security is still 0.1% not.

We have built our name on trust and reliability and shall maintain those standards. We are grateful that our company is growing at a fast and steady pace but we will never waiver from our focus on customer satisfaction. We are imperfect and may drop the ball but it is not intentional; it is a frustrating aspect of overwhelming growth.

We are only one small company tending to 30 plus campgrounds in the Ottawa Valley region. We can only do so much with a limited amount of seasonal time. However, if you feel we have let you down please tell us.

If you have any questions and/or concerns always feel free to reach out to us!