

COVID-19 Update

With the recent news about COVID-19, we wanted to let you know what we are doing to keep our community, partners, and customers safe. We are committed to being there for you when it matters and to supporting our vendor/partners who are open for business on BelizeON. Please know that we are taking precautions as advised by public health officials and the Government of Belize to conduct safe, sanitary, no-contact delivery practices.

Making safe deliveries

- **Outside deliveries.** Please feel free to put specific delivery requests in the notes section during checkout. Our delivery team will also contact you for instructions regarding placement of your package prior to delivery. Please note that for legal and other safety reasons, deliveries do still need to be made in person and to a residential or corporate address where the person receiving should have a valid ID for purchases over \$50 BZD.
- **Contactless ID check:** While you will still need to present your ID for higher-value purchases, our drivers will note which ID was presented without touching it. Please simply hold up your ID for your driver to see.
- **Eliminating customer signatures:** At this time, our delivery team will not ask for your signature on the delivery device. Some drivers may ask a few questions to confirm accurate receipt. We thank you for your understanding as our team works to make sure deliveries are as safe as possible.

Other ways you can help:

Please understand that drivers will not make direct hand contact, and will follow the general advice for overall good hygiene as advised by the DHS (Director of Health Services).

Note that many people will be spending more time at home in the coming weeks and delivery demand has accelerated significantly. Our partners are doing everything they can to get your deliveries to you as quickly as possible, but we do ask for your understanding in the case of any unexpected delays due to a higher order volume. As always, please feel free to give our team a review on our social media pages and they are always grateful for an extra thank you for their hard work.

We will continue to closely monitor updates from the DHS & The Government of Belize for their assessments on the outbreak and will keep you in the loop on any updates or changes to our own practices or delivery schedules. If you have any questions or feedback, we'd love to hear from you – you can let us know [here](#).