

# New England Aquarium Services

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In light of continuing updates to the COVID 19 virus in the United States, our staff at New England Aquarium Services (NEAS) is committed to the diligent reassessment that is required to maintain the balance between safety and service. We assure you that the wellbeing and overall health of our clients, staff, and the general public is our paramount concern. With that said, our parameters of service must be modified to ensure that we are both: (1) providing the services necessary to ensure the health of your aquariums, and (2) taking responsible measures to ensure the health and safety of our community.

Based on the input provided by the Center for Disease Control, our Federal Government, and our State Government, we have elected to reduce services at ALL health care facilities which are deemed as posing an elevated risk to exposure and the extension of that exposure. These facilities include: ALL hospitals, ALL buildings that share a compound with a hospital, ALL retirement communities, and ALL senior citizen care centers. There is a possibility that *this reduced service may affect OTHER facilities as well. The following should answer most of your concerns regarding this temporary change in service policy:*

## **What is limited service?**

Addressing the balance between social responsibility and the responsibility to the livestock we are contracted to care for will be on a case-by-case basis. In general, our technicians will continue to DELIVER all of the elements required to maintain healthy aquarium systems with the goal of keeping livestock healthy during these limited service times. Going forward we will be providing CURBSIDE drop off and there will be NO ENTRY to the facilities listed above by our staff.

## **When does delivery happen?**

All clients can expect our staff to provide drop offs on the day when aquariums were previously serviced, as it is important to continue providing attention to these life supporting systems.

## **How does delivery work?**

All of our tanks will be individually assessed by management and clients will be provided with the appropriate supplies. Our staff will arrive at your location with materials and deliver them to a staff member at the facility.

## **How do I know what to do with products delivered?**

All clients that require delivery services will be provided with detailed instructions tailored to their specific tank(s). These instructions will be provided by email to an administrator at each facility. In the event that these instructions are needed by others at your facility they will be made available to you by contacting us at [neasrick@gmail.com](mailto:neasrick@gmail.com).

## **What if you are unable to accept delivered products?**

In the event you cannot accept our delivered products you will need to contact us immediately at [neasrick@gmail.com](mailto:neasrick@gmail.com) to discuss complete self-care procedures.

### **What does limited service cost?**

Our new limited service policy will be priced out on an individual basis. This will include staff pay, cost of materials, and cost of transport based on the distance to your facility from our location. We are located at 22 Pearl St. Biddeford ME, 04005.

### **How do I contact you?**

Please contact [neasrick@gmail.com](mailto:neasrick@gmail.com) if you have any questions or concerns.

Our entire staff remains committed to preserve the healthy life of the animals we care for and will make every effort to adapt our service to your needs as long as this Pandemic continues to adversely affect everyone in our country. The entire staff at NAES thanks you in advance for working with us. We invite you to contact us if you have any questions or input.

Best Regards,

Rick Oellers  
Owner / CEO

***\*Disclosure - In the event that NEAS is unable to deliver products to clients, we cannot assume ANY responsibility for ANY aquarium(s), components of aquarium(s), or the livestock within.***