



Dear Canadian Parents, Families, Friends and Gift-Givers,

At Toys“R”Us and Babies“R”Us, we want to partner with you to help your kids achieve their potential, so they grow up to be good young adults. Your well-being and the well-being of our team members is our #1 priority.

Over the past few weeks, we've been adjusting and implementing policies, procedures and protocols as it relates to the COVID-19 virus. We're working hard to keep our stores as safe and clean as possible. We've dramatically increased the frequency and scope of cleaning and asked our thousands of associates not to come to work if they aren't feeling well. I would respectfully ask you, our valued customer, to do the same.

Between March Break and school closures, some kids will be home for the next few weeks. With this in mind, we are making some changes to help you keep your little ones safe and busy.

- Effective today, in-store pick-up orders placed online at [toysrus.ca](http://toysrus.ca) and [babiesrus.ca](http://babiesrus.ca) can be picked up curbside and put directly in your trunk so you don't have to get out of your car.
- We are creating "Stay-at-Home Play Packs" designed to keep your kids' little hands and big imaginations busy.
- Our social media channels will be providing you with plenty of ideas for child and family playtime.
- Finally, we've cancelled all in-store events until further notice.

If you have any ideas about how we could make this time easier for you and your family, please reach out. I'll do my best to respond personally.

Thanks for your continued support. Stay safe and healthy!

**Vic Bertrand**  
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