

Earls

Our Social Media Guidelines

We're always looking for ways to engage with our customers, including social media. We're here to listen and will work to ensure our channels are a place for you to get info that you need.

To help ensure that everyone has a productive, positive experience on our social media channels, here are a few quick guidelines:

Keep things respectful

We understand that sometimes you may have concerns or issues, but please ensure that you keep things polite, respectful and considerate. We'll do our best to ensure you get the information that you need.

This includes avoiding profanity and obscenity. You're welcome to post about concerns or problems that you may have, but please use language that is acceptable for everyone.

Please note that we will remove posts that are attacks, misinformation, unsupported allegations and any posts that reference violence, racism, hatred or bigotry towards others.

Let's keep things friendly

We want to hear from everyone and will work to keep our social media channels a place where you can engage with us productively.

Users that continually ignore or disregard our guidelines will be warned and banned from our channels if we can't work through things, or if there's no alternative.

When you can find us

Our channels are monitored during regular business hours, 7:30am-5:00pm Monday through Friday (excluding statutory holidays).

Get in touch

Along with our social media channels, you can reach us by phone, email and through our website.

By phone: 604 646 4880 (Vancouver)

By email: comments@earls.ca