



FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES COMMISSIONER NICOLE "NIKKI" FRIED

Regional Office Safety Guidelines

The following safety instructions are required for all Division of Licensing Regional Offices. Please read the following instructions carefully to ensure your safety as well as the safety of our staff and our customers. Thank you for your patience and understanding.

- Appointments are required for all regional office services and can be made online by selecting the desired regional office at <https://www.fdacs.gov/Divisions-Offices/Licensing/Regional-Offices>.
- Only customers with scheduled appointments will be permitted to enter our regional office(s). No one may accompany a customer into the regional office during a scheduled appointment, except for customers who require assistance completing the application process (e.g., translators or individuals assisting a person with disabilities).
- Customers who come to a regional office without an appointment will be given information about scheduling appointments online.
- Customers will receive confirmation of appointment dates and times by text message.
- When they arrive for their appointments, customers will notify the regional office of their arrival by responding to the confirmation text message that they received when scheduling the appointment. Customers will wait in their vehicle or outside of the office until they receive a text response indicating that a staff member is ready to assist them. Customers who do not receive a confirmation text or a timely response to their arrival message may check in with the security officer at the door at the time of their scheduled appointment.
- Masks are recommended but optional.