



BATHROOMS • KITCHENS • TILES

Showroom Visits

We have taken all necessary measures so that you can shop with confidence. To ensure social distancing can be applied:

- We are opening the showroom on a one-by-one appointment basis.
- When you arrive, the showroom door will be locked. We will therefore ask you to give us a call when you arrive so that we can let you in. We will ask you to sanitise hands on arrival.
- We will also maintain our non-contact approach for greetings for staff and visitors.
- We have also implemented additional cleaning measures and the showroom will be cleaned after every client visit.
- There will be masks and gloves available if you would like to use them.
- There is signage in place to ensure our safe shopping guidelines are clear, our colleagues have the appropriate PPE, and there are hand sanitiser stations available throughout our showroom.
- To minimise the handling of cash we would recommend that you pay by credit / debit card or bank transfer.

If you're feeling under the weather, or are showing any signs of a cough, for the safety of everyone, we ask you to please not visit us until you're feeling better.

Home Surveys

We have adapted our working practices to ensure home visits can be carried out safely and within the social distancing guidelines. Before any appointment, our designer will:

- Call you to confirm that both they and you, and any members of the household are well.
- That social distancing is possible during the survey and that both parties are comfortable to go ahead.
- You may be asked to vacate the room where the measure is taking place.
- Open any internal doors along the journey to the room and open windows where possible.
- Our designers will have hand sanitisers, disinfectant wipes and other appropriate PPE, and will follow strict hygiene protocols.

Installations

We are working with our fitting teams to ensure they can work safely and are able to adhere to social distancing guidance in your homes. Before any appointment:

- They will call ahead and confirm that both they and you, and any members of the household are well
- That social distancing is possible during the installation process and both parties are comfortable to go ahead.
- To maximise ventilation we recommend the opening of doors and windows where possible.
- Our fitting teams will have hand sanitisers and disinfectant wipes and will wear the appropriate PPE whilst work is carried out.

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