

# Specialist Cars Group

## COVID-19 Customer Guidance

In order to protect the health of all of our employees and customers the information below is provided as general guidance during the Coronavirus outbreak. This guidance must be read and adhered to. If you have any concerns regarding our processes during your visit please raise them with the staff member accompanying you during your visit.

- Where possible we would request that your visit is by a prior arranged appointment. In order to ensure the minimum number of visitors in our building at any one time we will endeavour to stagger appointments and collection times.
- As of Friday 24<sup>th</sup> July, it is mandatory to wear a face mask in all retail stores. Please ensure that you are wearing your own face mask before entering our Showroom or Service Centre.
- Disposable gloves are available if required and you may be asked to wear these if social distancing cannot be achieved.
- At this time, we are offering a limited collection and delivery service. A £30 fee will be applicable which will include the sanitisation of your vehicle.
- During this period, we are unable to offer our loan car service.
- We politely request that no more than two people are present within your party attending our site.
- Prior to your appointment, please empty your vehicle of all belongings (i.e. loose change, toys or childseats, drink bottles, media kit)
- Please ensure that you have your payment card. You may be encouraged to make a payment over the phone.
- If you are carrying out a service visit, please ensure that you have noted your vehicle mileage prior to entering the building.
- Currently, we are offering a limited wash and vac service for customer vehicles. Our teams will wear a mask and gloves at all times when inside your vehicle. Any touchpoints will be sanitised.
- During your visit you will be requested to follow any one-way system and all social distancing measures and ensure that you remain two metres apart from other customers and our employees at all times. Signage is provided to assist you during your visit.

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- You will be requested to use the hand sanitiser or wash your hands within our toilet facilities prior to continuing your visit.
- If you are remaining on site with us you will be asked to wait in the customer waiting area. This has been arranged to ensure that a suitable distance is maintained between yourselves and any other customers also waiting on site.
- During this period our drinks dispensing facilities will not be available; feel free to bring your own.
- Newspapers, magazines and other reading material have been removed.
- You should only return to the customer service desk when requested to do so.
- If you wish to dispose of any gloves and facemask prior to departure, a colleague will direct you to the waste facilities.