

VISITING ONE OF OUR SHOWROOMS?

County
THE HOME IMPROVERS

Please adhere to our covid-19 policy for your and our safety to enjoy your visit.

Where possible pre-book your visit which will give you more time on your supervised appointment. But we are happy to see you if you just arrive. Your wait may be a little longer as we clean down between visits an also to ensure social distancing.

ALL VISITS ARE AT YOUR OWN RISK.

Showroom Visits – Booked and non-booked Appointments.

You agree to the following conditions for entry to our premises and you are confirming you are not displaying any Covid-19 symptoms and have not been in any self-imposed isolation for at least 14 days.

- No more than 2 people in each visiting group will be allowed entry.
- Please knock. The door will be opened and then locked behind you during your visit to prevent further ad-hoc access.
- You will be asked if you have a temperature or display any Covid-19 symptoms.
- You must use the provided hand sanitiser or if none is available you must use our toilet facilities and wash your hands for 20 seconds and use the hot air drier. Refusal to do so will invalidate the visit.
- You and we will maintain social distancing as whatever distance is recommended at that time. The showroom is laid out in 2m segments to help this.
- You will NOT be allowed to move unaccompanied around the showroom. An advisors otr staff member will oversee your visit to guide and help answer any questions.
- Masks. Supermarkets, garden centres and similar business are not providing masks for client. We will not provide a mask. You may wish to use your own mask.
- Our staff will use a mask during your visit but are unable to provide one.
- Please stay together during your visit if you are a couple.
- Refreshments will not be served during your visit.
- When you leave our staff will clean down any areas you have been to so feel free to touch and use the samples you see.
- In Tonbridge Wells and Hayward Heath showrooms no other visitors will be allowed entry during your visit.
- In Heathfield with over 5000 sq ft we will allow up to 4 couples on a visit but the same procedures as above will apply. Each visitor must knock to gain entry and follow our self-hygiene rules.
- In Heathfield you must remain by our reception area until an advisor arrives to escort you around.

We regret that this may cause you some inconvenience. The measures are in place to abide by government advice and to protect you as much as possible.

**PLEASE CONTACT YOUR ADVISOR OR CALL 0800 542 6102
OR JUST KNOCK TO VISIT US TODAY.**