

**COVID-19
NOV 2020**

WEST END GARAGE

COLLECTION AND DELIVERY BEST PRACTICE

COLLECTION

- 1. OUR DRIVER WILL INTRODUCE THEMSELF BY KNOCKING AND STEPPING BACK 2 METERS (IF SAFE TO DO SO) OUR DRIVER WILL HAVE PRE-SANITISED THEIR HANDS OR BE WEARING GLOVES**
- 2. IF YOU PREFER. IF YOU ARE COMPLETELY ISOLATING YOU WILL HAVE HAD TO HAVE GIVEN PRE-AUTHORISATION VIA EMAIL OR TELEPHONE**
- 3. YOUR KEY TO BE HANDED OVER, OUR DRIVE WILL DE-SANITISE YOUR KEY AND IF KEYLESS PLACE IT INTO A SEALED BAG**
- 4. YOUR CAR WILL BE CHECKED OVER. THE DRIVER WILL THEN WIPE DOWN TOUCH POINTS USING ANTI-BACTERIAL WIPE, FIT SEAT COVER AND FLOOR MAT**

RETURN

- 5. COMPLETED PAPERWORK AND SERVICE BOOK WILL BE LEFT IN YOUR CAR. WE WILL ADVISE YOU OF LOCATION. WE RECOMMEND NOT TO TOUCH FOR 24 HOURS IF POSSIBLE**
- 6. OUR DRIVER WILL REMOVE SEAT COVER, FLOOR MAT AND THEN WIPE ALL TOUCHPOINTS**
- 7. THE DRIVER WILL ALSO WIPE KEY AND HAND BACK IN SEALED BAG (IF NOT KEYLESS AS WILL ALREADY BE BAGGED)**

THANK YOU FOR ASSISTING US IN KEEPING EVERYONE SAFE AND WELL

"CHANGING TIMES – SAME AWARD WINNING SERVICE"