

**COVID-19  
OCT 2020**

**WEST END GARAGE**

## **COLLECTION AND DELIVERY BEST PRACTICE**

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### **COLLECTION**

- 1. OUR DRIVER WILL INTRODUCE THEMSELF BY KNOCKING AND STEPPING BACK 2 METERS (IF SAFE TO DO SO) UNLESS OTHER PRE-ARRANGEMENTS HAVE BEEN MADE. OUR DRIVER WILL HAVE PRE-SANITISED THEIR HANDS OR BE WEARING GLOVES**
- 2. YOU WILL BE ASKED TO SIGN OUR PRE-WORK AUTHORISATION SHEET BY BEING OFFERED A PRE-SANITISED PEN WHICH YOU MAY KEEP OR PLEASE USE YOUR OWN PEN IF YOU PREFER. IF YOU ARE COMPLETELY ISOLATING YOU WILL HAVE HAD TO HAVE GIVEN PRE-AUTHORISATION VIA EMAIL – PLEASE ADVISE THE DRIVE OF THIS**
- 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 CALL 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 AND 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**