

## Customer Guidelines for Showroom Tour Visits

The health and safety of our customers, our team and the wider community are of paramount importance to us. Whilst John Nicholls, along with other major suppliers have re-opened certain outlets, this is in accordance with ongoing government and HSE guidelines.

All John Nicholls showrooms are open but we would advise booking an appointment prior to your visit. Our processes and procedures for re-opening have been reviewed by an independent consultant and they are satisfied with the measures we have taken.

From Friday 24<sup>th</sup> July the rules around the wearing of face coverings is changing, the government has mandated that all customers have to wear a face covering when entering a retail premise, people are also encouraged to do so in enclosed public spaces where there are people they do not normally meet unless they are exempt from doing so for reasons such as health, age or equality. This means that:

- Customers must wear a face covering when entering enclosed areas & interacting with our staff
- Customers must wear a face covering when entering our showrooms
- Visitors (Internal & External) must wear a face covering when entering enclosed areas

Customers are not permitted to enter our shops if they are not wearing a face covering.

If you would like to see a copy our Risk Assessments, please ask a Designer or visit our website.

### Steps...

- Before you visit one of our showrooms, please ensure that you do not have symptoms, have been in contact with anyone that has been showing symptoms or recovering from Covid-19.
- When you arrive to the branch and enter the showroom, you will be shown to our induction area, where you will be provided with hand sanitiser.

- If you have booked an appointment the designer will ask you if you prefer them to wear a face mask / shield during your appointment. This will provide protection for the designer, as well as yourselves. If you are happy for the designer not to wear the mask, we would be grateful if you can sign the declaration.




- During your appointment a designer will accompany you around the showroom. Our staff have been briefed on the social distancing guidelines to ensure the 2m rule is adhered to, for your safety and our team.

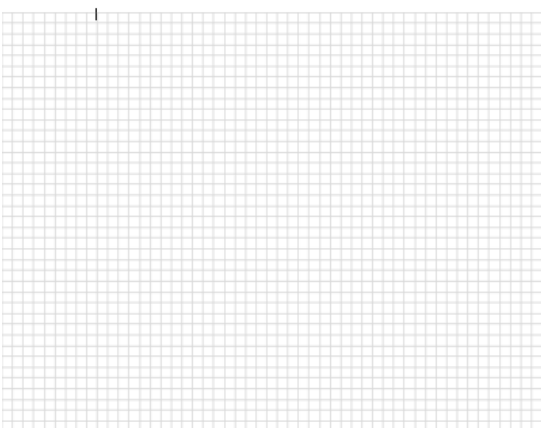



- Around the showroom you will notice green and red signs which will indicate if the area has been disinfected and is safe to touch the displays. The red signs will indicate to the designer to ensure the area is to be cleaned.



- For extra piece of mind, we will mark any areas that you interact with, so they are cleaned before they are used again.
- Once you have looked around the showroom and are happy with the choice of products, the designer will take notes of your choices and will compile a quotation for you. There will be glass protection screens on the designer's desk where you can complete your design consultation
- If you would like a CAD design, we would ask you to measure your room, using the layout guidelines provided by the designer and send through supporting photographs of the room. These key elements will provide the designer with the information required to carry out and complete a CAD design for you to visualise your dream room. The quotation and design can be emailed to you, for your perusal and further discussions.


 Customer Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Email: \_\_\_\_\_





To enable our designer to give you the best service, provide you with a CAD drawing and the most competitive quotation (subject to survey), it would be helpful to provide a completed floor / room plan, with as much information as possible.

- ✓ Draw a foot print of the floor area, as per our example. Show internal wall measurements.
- ✓ Show measurements of any boxing in, water, soil stack entry and any electrical points.
- ✓ It would also be helpful to take photos of each wall in the room to show our designer, at your appointment.




---

Customer Name:- \_\_\_\_\_ Sign:- \_\_\_\_\_  
 Address:- \_\_\_\_\_  
 Contact numbers:- \_\_\_\_\_ Mobile:- \_\_\_\_\_  
 Email:- \_\_\_\_\_  
 Designer:- \_\_\_\_\_

Face mask/shield worn:- \_\_\_\_\_YES \_\_\_\_\_

Customer to Sign:- \_\_\_\_\_

Date:- \_\_\_\_\_