

Sales Office Operating Procedure

July 2020

Rev: C

BLOOR HOMES[®]

SALES OFFICE OPERATING PROCEDURE

SALES OFFICE APPOINTMENT ONLY PROCEDURE

We would like to make you aware of some changes we have implemented to the way in which we operate our Sales Offices to protect the health and wellbeing of both our staff and visitors during the COVID-19 pandemic. We would be grateful if you could adhere to these guidelines to ensure the safety of your appointment:

- We will only be conducting 1 appointment in the Sales Office at any given time. If there is already a customer inside when you arrive, we will ask for you to wait for us to complete our appointment and sanitise the sales area before we invite you in.
- Where possible we ask that you limit the number of visitors to join you on your appointment to 2 people and no young children. We cannot accommodate those who are not currently part of your household. Should your party be more than 2, please let us know.
- Prior to booking your appointment, we will ask if you are experiencing or have displayed any COVID-19 symptoms, or have had contact with someone who has, within the past 14 days. If this is the case, we will unfortunately have to postpone your appointment until it is safe to undertake
- Upon your arrival we ask that you use the hand sanitiser provided and wear a facemask, which can be provided to you if necessary upon entry. The Sales Office door will be opened for you by our Sales Team.
- During your visit we would ask you to keep a 2 metre distance in line with Government Social Distancing Guidelines
- We are able to provide you with latex gloves to enable you to tour our Showhomes at your own leisure, and we will answer any questions you may have at the end. Should you have any issues with latex allergies, please let us know.
- Unfortunately, even though we would like to, we are unable to offer you any refreshments during your appointment but you are welcome to bring your own bottled drinks to enjoy in the Sales Office.
- Our toilet facilities will not be available at this time.

Here's a couple of things we are doing to protect your safety in line with the Government guidance provided:

- Our Sales Teams will be adhering to the 2 metre distance rule during your appointment
- Protective face masks and gloves will be provided to our Sales Teams
- Key surfaces within our Sales Offices will be sanitised after each visit
- If you are experiencing or have displayed any COVID-19 symptoms, or have had contact with someone who has, within the past 14 days we will unfortunately have to postpone your appointment until it is safe to undertake

We hope that you understand the importance of taking the above measures to protect our staff and our customers and we thank you for your cooperation.