

Sales Office Operating Procedure

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:

- 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 in advance.
- 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
- We ask that you only arrive a few minutes before your appointment and wait in the car until the time of your appointment
- 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.

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

- 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.