



## **CORONAVIRUS UPDATE from AW Smart Repairs & Black Stag Styling**

Here at AW our main priority, as always is based on the health and safety of our customers and our staff. We are following government guidelines to help us reduce the spread and impact of COVID-19 and support each other during this very tough time.

We are open as usual and will remain open for the foreseeable future. We have implemented additional safety measures and processes to minimise health risks and keep in line with all government requirements. We are evaluating and adjusting our procedures on a daily basis under the guidance available to us and are doing everything we can to minimise risk and keep everyone safe.

We are aware that some of you are self isolating or are social distancing making you feel hesitant to come visit us but we want to do everything we can to make these processes easier for both you and ourselves.

We want you all to know:

- Hand sanitiser and wipes are being used in the office and workshop constantly
- Staff are washing their hands
- Protective clothing is being worn where necessary
- Seat covers are being used as well as cars being sanitised once finished

Quotations for repairs/styling if you want to keep contact to a minimum:

- Please still come and see us, park up in the designated area at the front of the building and feel free to give us a call from your vehicle to let us know you are here for a quote but want to stay put in your vehicle. You can give us all the required details over the phone, we can come and inspect your car whilst you stay in the vehicle and once complete we can email the quote to you and discuss anything further over the phone.

To book in / drop of cars keeping contact to a minimum:

- Call us to arrange a date for booking in your vehicle. On the day drop the car to us and give us a call from your car to let us know you have arrived but would like to keep your distance. Leave the keys in the car or a place arranged between us and once you are away from the vehicle we shall move the car to start repairs or lock it up as normal.

On collection of your vehicle, keeping your distance:

- We shall give you a call to let you know your vehicle is ready. We can discuss any repairs etc. and take payment over the phone and arrange a time for your collection. We shall have the car waiting with the keys in a pre-arranged place for you. Any area we have touched inside the vehicle shall be sanitised as soon as we are finished.

Please don't feel you cannot come and see us, we are willing to help in any way we can to keep some normality in our lives at this very tough time.

Just give us a call and discuss any concerns, as many of our customers know we are happy to go out of our way whenever we can to help you all.