

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.

To protect our customers and our team, all visits to John Nicholls showrooms are by appointment only and as such we guarantee that social distancing regulations can always be enforced. 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 24th 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, please call the designer from your vehicle. The details will have been sent to you within your appointment confirmation email. Your designer will then reconfirm that you are safe to visit the showroom upon your arrival.
- Once you enter the showroom, you will be shown to our induction area, where you will be provided with hand sanitiser.
- 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.



- Your designer will accompany you around the showroom during your visit. 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.

Designer Name: _____ Contact Number: _____
 Address: _____
 Email: _____

1. To enable our designer to give you the best service possible you will need to provide accurate room dimensions (approximate is acceptable) to enable us to create a complete room design for you. Measurements in meters.
 2. Show a top plan of the floor area, we don't need walls. Show internal and external doors.
 3. Show measurement of any built-in units and windows and any external doors.
 4. It is useful also to indicate the relative position of each wall of the room to ensure our design is your requirements.



Customer Name:- _____ Sign:- _____
 Address:- _____
 Contact numbers:- _____ Mobile:- _____
 Email:- _____
 Designer:- _____
 Face mask/shield worn:- YES _____ Customer to Sign:- _____
 Date:- _____