

# Groovystyle Baby Equipment - COVID-19 Operating Policy

We are pleased to from 15<sup>th</sup> June the Government have allowed us to open and operate in a managed way as per guidance from HM Government.

We have done a risk assessment and have put in place the following policy. Please read carefully and feel free to ask us any questions.

**\*\*\*PLEASE DO NOT BOOK AN APPOINTMENT IF YOU ARE SUFFERING FROM ANY COVID-19 SYMPTOMS\*\*\***

**\*\*\*SHOULD YOU DEVELOP SYMPTOMS PRIOR TO YOUR APPOINTMENT PLEASE DO NOT ATTEND AND CANCEL YOUR APPOINTMENT\*\*\***

## ***Under what basis will Groovystyle be re-opening?***

In line with the government guidelines we will be re-opening the store with a limited access policy, this is to ensure social distancing and cleaning can be maintained and to provide a safe working environment for our staff and safe shopping experience for our customers. Therefore, we will be operating a strict appointment only system for all customers. Unfortunately, we are unable to allow "walk in" customers without an appointment.

For customers wishing to collect goods in store, we will continue with our Contactless Collection system that has been in place since the Lockdown and order via our website.

## ***Why are you offering a personal shopping appointment?***

For us to ensure we limit the number of visitors to the store at a time, we will be operating an appointment system means we can keep everyone involved safe whilst ensuring the government's guidelines are followed.

To ensure social distancing is maintained we will only be able to allow two parties in the store at one time. Our showroom has a partition to ensure each party is kept from each other. Only two people will be allowed into the store for each party so please do not bring the whole family as we will not be able to let them in.

***What is a personal shopping appointment?***

A personal shopping appointment means that when you visit us at your allotted time you will be greeted (at distance) by one of our team and have access to the store and personal shopper. The door will remain locked until you leave when your appointment finishes.

Your personal shopper will chat with you and recommend products that they think you will like or have requested to see; full demonstrations will be provided and you will even get to try the items out for yourself. If you are happy to order during your visit you are free to do so, our team will gladly issue you with a price for your consideration at home should you prefer.

***Who are the appointments for?***

Customers wishing to seek car seat advice may also wish to request an appointment as your child's safety whilst in the car is of the utmost importance. We request if you wish to bring your child to a demonstration, only one adult is to accompany them, to maintain our maximum of two persons rule per party.

At present we are unable to try car seats in your car. However, we can fit car seats purchased from us in your car at a cost of £10.00. Our staff will sanitise your car prior to fitting the car seat to make it safe for them to complete the installation safely. In the unlikely event the fit is not as expected or our staff believe the fit to be unsafe, we will remove the car seat and quarantine the unused car seat for 72 hours. If an alternative car seat is purchased the difference in price between the car seats will be either charged or refunded. You will pay only one fitting charge per car seat. If you do not purchase another car seat, you will be refunded for the seat but not for the fitting charge.

We will however provide full demonstrations of seats on our rigs, check fitting lists, and provide instructional fitting videos so you can fit the seat yourself with confidence.

When you request an appointment, we will send you a form where we will ask you to specify which items you are looking for so we can make sure the items you want to see are ready for you to view and have been cleaned.

***Is it safe for me to visit your store?***

We are taking every effort to ensure the Governments guidelines for social distancing and contact be followed. The store is cleaned before any appointments are conducted and we have strict guidelines for customers and staff to follow during an appointment.

Your safety, and the safety of our team is paramount to us and we are dedicated to ensuring that you are safer whilst with us than during a visit to any supermarket.

Hand sanitiser will be available on entering the store and near the till area for you to use. We request all customers use the sanitizer when they enter the store.

***What are the guidelines for the appointment?***

1. We request that you limit the amount of people attending the appointment to no more than two people per party.
2. To enter the showroom, you will be required to wear a face covering or mask and you will be required to wear it for the duration of the appointment.
3. We request that you do not bring young children with you, as we need to ensure we can trace all contact with items in the store. If you need to bring your child with you then only one adult will be able to accompany the child and you are responsible for supervising them at all times and should follow social distancing guidelines. We will not have any toys to keep little ones entertained so please bring your own if you need to.
4. When you enter or leave the store, we request that you use the supplied hand sanitiser.
5. We will send you a pre-appointment form to complete, so we can have all items you wish to see available to view. During busier times when there may be more than one party in the store, we request you are always mindful of social distancing.
6. Once your appointment starts, we will discuss your needs, and demonstrate products you wish to see or are appropriate to your needs. At all times, our staff will keep a minimum distance of 2 meters from you.
7. Should you wish to try a product for yourself following a demonstration we will clean the item and step aside allowing you to "try it out". Once you have finished, we will once again clean the item ready to be returned to the display.
8. We request that you only touch hard surfaces on the product, as fabric can take time to clean and dry correctly. Hard surfaces such as the handlebar and frame are very easily and quickly cleaned.
9. Once your appointment has ended, we will clean the store in preparation for the next appointment.
10. Unfortunately, as our toilet is a small enclosed area, customers will not have access to the toilet facilities during their 45-minute appointment. Toilet can be used in emergencies, however.
11. Appointments can be made via our online booking system.
12. Unfortunately, we are unable to offer demonstrations of baby carriers due to the fabric nature of the product.
13. Due to the fabric nature of some of the products only our staff can touch some items.

***When can I make an appointment?***

We are offering 25/45-minute appointments on selected days.

***How do I make an appointment?***

To make an appointment please visit our event page at <https://www.eventbrite.co.uk/o/groovystyle-baby-equipment-19947871449>