



## COVID-19 GUIDELINES

Dear customer,

Due to the current situation, we are working with guidelines which we must adhere to in order to carry out any work. We kindly ask that you read the information below before booking with Watsons Removals.

- Staff will be using the correct PPE for the full duration of any job. Regular PPE changes will be carried out along with hand washing and the use of alcohol hand gel.
- Staff will be practising social distancing where possible.
- Each customer will be asked to do an inventory for the moving day so we know which items are being moved and where to.
- We are unable to dismantle/reassemble any furniture as we aim to spend the minimum time within each property.
- Customers will be asked to ensure all belongings, where possible, that are being moved have been cleaned.
- Items must be labelled up so staff know which room to move it into.
- All items will be moved into the rooms specified.
- We ask politely for customers to provide us with hand washing facilities. We have alcohol hand gel in the van for all staff too.
- Although this is greatly appreciated, we will now not be accepting any refreshments.
- All lower ground doors in the property to be kept open, where safe to do so, during house moves and for all door handles to be cleaned before our arrival.
- We will be operating a 'buddy' system and will only move furniture with staff and not with the customers help.
- We politely ask for customers to avoid close contact with us on the day where possible and please practice social distancing too for the safety of everyone.

**Please note:** Due to the above, the average house move will take longer than usual. We DO NOT charge extra if the move takes longer.

If anyone in the household is showing symptoms of the virus or has been in contact with anyone who has, or is showing symptoms of, the virus then moves will not go ahead and will be delayed until a later date. Please ensure you contact us as soon as possible.

Payment on completion of the job can be made by bank transfer or cash. Card payments are accepted but will incur a 2% charge.

Thank you for your co-operation!

Watsons Removals

