

# BLACKOUT

Blinds and Shutters

13 Marsh Lane  
Penkridge  
Staffordshire  
ST19 5BY

Email: [sales@blackoutblindsandshutters.co.uk](mailto:sales@blackoutblindsandshutters.co.uk)  
Tel: 01543 409789  
Website: [www.blackoutblindsandshutters.co.uk](http://www.blackoutblindsandshutters.co.uk)

Company REG: 11557291 VAT No. 306 9383 89

## COVID 19 POLICY

### How will we keep safe during a home measuring appointment?

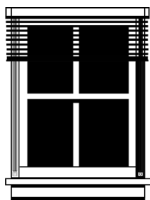
- We will ask customers to maintain a 2m social distance.
- We will wear protective disposable gloves and will use hand sanitiser before, during and after your appointment.
- We will have protective masks to use in instances where the 2m social distance is not possible to maintain.
- We ask that customers can remove any items from windowsills and that windows are easy to access with any furniture moved etc.
- If a room can be ventilated prior to our arrival this will also help.
- If possible, we will try to hold all meetings outside

### Can I look at and touch samples?

- By introducing our virtual consultations, we are hoping to have a clearer understanding of your preferred products and requirements before visiting your home. This will allow us to reduce the number of samples brought into the home and reduce the risk associated with moving them between households.
- Where possible, we will show you the samples from a safe distance as this will reduce the amount of touching of the samples.
- If required, you can of course look at the samples closer, we ask that your hands are sanitized or cleaned before doing so and that you only touch what is 100% necessary.
- All samples will be cleaned between appointments.

### How long will my order take to be manufactured?

- Due to the lockdown many of our suppliers have also been closed. With this in mind lead times might be slightly longer than normal, we ask for your patience and understanding while we all work through the backlog of orders
- As our products are made to measure, we unfortunately cannot provide deposit refunds for cancelled orders due to these extensions.



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### Returning to install your blinds

- We will continue to provide our installation services, following government guidelines and safety procedures.
- The first and ideal option for an installation would be for customers to leave their home to take exercise whilst an installation is carried out. This will allow us free movement throughout the property as required without worrying about maintaining a 2m social distance.
- Where this is not possible, we will request that customers stay in separate rooms to where an installation is taking place, maintaining the 2m distance.
- We will wear protective, disposable gloves and regularly sanitize our hands before, during and after your installation
- We ask that customers remove all items from their windowsills and that windows are easy to access without moving furniture.
- We will open windows in rooms where possible to ventilate the space.
- Our tools and equipment will be cleaned between appointments.
- After installation we will clean down all work tops we have touched but would strongly recommend a second clean to be done by the customer after we have left.

### What if you are shielded or vulnerable?

- We will be asking anyone who is self-isolating one or more family members with symptoms not to make appointments, if you already have an appointment and get symptoms before the appointment time we would ask you kindly to call us to rearrange your appointment when it is safe to do so.
- We will not be entering anyone's home who is being shielded, if you are in this category please let us know so we can rearrange your appointment for a safer day.
- If you are in the clinically vulnerable category but are not being shielded for example someone over 70. We will avoid face to face contact, we would call these customers when at the property to give you chance to open the front door and move to a safe room/ distance to minimise contact.