



PRE-APPOINTMENT CHECKLIST

Our team is looking forward to being able to assist you with your vehicle when you visit our dealership for your appointment. (Use **TQ7 1EQ** to find us with your SatNav.)

To help us during your visit, please take a moment to read our requirements below:

- **Vehicle Keys**
We would be grateful if you could remove all unnecessary keys (home/work or other vehicle keys) and large keyfobs from keys.
- **Locking Wheel Nut Key & Service Book**
To prevent the need for our team to search throughout your vehicle, please can you find and leave your service book and locking wheel nut on the front passenger seat.
- **Interior Vehicle Condition**
Remove any used face masks or tissues from the interior. Especially from around vehicle controls like the handbrake and gearstick.
- **Face Coverings**
Please wear a face covering at all times during your visit to our dealership, unless you are exempt from doing so.
- **Hand Sanitiser**
Hand sanitiser is provided on the pillar to the right of our door. Please use the this upon entry into the building.
- **Social Distance**
Stand behind screens, where provided, and ensure you maintain social distance from all of our team and other customers. Directional signage is clearly displayed.
- **Waiting With Us?**
We do still have limited facility for our customers to wait whilst we work on their vehicles. We have removed potential virus transferable materials, such as newspapers. So, please bring your own entertainment and refreshments for the duration of your visit.
- **Card Payments Only**
To reduce unnecessary journeys, we are not currently accepting cash payments. Card and digital payments only at this time. Sort code:**30-94-72** Account No:**00160608**
- **How Are You Feeling?**
If you are feeling unwell or have experienced any of the recognised Covid-19 symptoms:
 - a high temperature
 - a new, continuous cough
 - a loss of, or change to, your sense of smell or tastePlease contact us to re-arrange your appointment. This could mean agreeing a new date or arranging for us to collect your vehicle in a covid safe manner.
- **Suspect you have Covid-19?**
Get a test and stay at home.
<https://www.gov.uk/get-coronavirus-test>

Please contact us IMMEDIATELY if you require additional items looked at on your visit. This will ensure we have sufficient time to do so for you.

Do we have the correct contact details whilst your car is with us?

Your Mobile Number

Your Email Address

If it is possible you will be **UNCONTACTABLE** whilst your vehicle is with us, please give us details of someone who could make decisions on your behalf, to help prevent delays with work.

Their Name

Their Mobile Number

Their Email Address

We are proud to have kept our customers motoring for over 105 years.

Telephone: 01548 852323
Email: service@quayautocentre.co.uk