



## AFTER SALES CUSTOMERS

### COVID-19 UPDATE

- New guidelines to ensure customer and colleague safety
- All after sales service will be by appointment only
- You will find hand sanitisation stations at all entrances and exit for your convenience
- Please let us know if you are running late for your appointment and we will issue you with a new slot
- On arrival at Steels from Eign Street you should drive on to the forecourt and turn left into the main covered entrance and park in the marked bay outside the reception office. Alternatively, if you approach via Portland Street continue past the car parking area and turn right into the covered reception area. There will be new signage to indicate this. Please, arrive alone wherever possible
- Please remain in or beside your vehicle and a member of staff will come to you
- We ask that you have your car key separate from any other keys and fobs and also have your wheel locking nuts available to place in a tray for sanitisation
- While your vehicle is with us it will have received protective coverings to the steering wheel, driver's seat and gear stick and all touch points will have been sanitised before your car is returned to you
- After completing the booking in process your service advisor will give you a time to collect your car. Please ensure that we have a contact number in case additional work is needed or times change. Alternatively, we will call you to let you know when your car is ready for collection and take payment at the same time to minimise contact
- On return please enter the showroom and follow directions to the service desk. We are only able to accept payment by card or electronic device at this time

- Your car will be waiting for you in the main car park and your service advisor will indicate the exit door
- At the moment loan cars will be available only in exceptional circumstances at a charge to be agreed at the time of booking
- Delivery and collection will also be available at a charge to be agreed at the time of booking
- We now have an air conditioning steriliser and deodoriser system, which we highly recommend at a cost of £30 + VAT. This can be carried out at the same time as the service

**FOR PARTS COLLECTION AND SALES REQUIREMENTS PLEASE PARK OUTSIDE AS USUAL AND FOLLOW THE ONE WAY SYSTEM SIGNAGE**