



Bike repairs & collection during Coronavirus

As the Coronavirus situation develops we want to reassure customers and colleagues that we are closely following the recommendations of the Government and World Health Organisation (WHO).

Our priority is to ensure we operate in a way which protects the health and safety of customers and colleagues. We believe personal contact is part of the fabric of our sales experience, but we respect your right to social distancing and will accommodate specific requests wherever possible.

In addition to advice from the Government and WHO, we have put the following provisions in place:

Repair drop offs and collections – we will happily send a colleague out of the store to receive your bike for repair if you do not wish to enter the store. We will also set up a 'safe zone' within the store where your bike will be placed, so you can maintain a distance from our staff.

Repairs – our mechanics will be wearing protective gloves while working on your bicycle, and all contact points will be cleaned prior to handover

New Bike collections – our mechanics will be wearing protective gloves while building your bicycle, and all contact points will be cleaned prior to handover. We will also set up a 'safe zone' within the store where your new bike will be placed, so you can maintain distance from shop staff.

We will recommend **Contactless payment** wherever possible

We are **cleaning all payment terminals** after each Chip & Pin transaction

We will provide **protective gloves and hand sanitiser/wipes** at till points for customers and staff use.

Gloves will be worn in all instances of staff handling customers' bikes. If gloves have to be removed to facilitate bike building / repair, the parts will be sanitised afterwards.

In-store hygiene

In line with government advice, we deploy regular cleaning: wiping hard surfaces, intensifying cleaning in toilets sinks and all our store facilities are available to customers.