

Important information

ahead of your visit

As a responsible company, the health and safety of our customers and staff has the highest priority as we continue with the challenges of the Coronavirus.

To minimise the risk of infection, we are following all Government and Public Health England guidelines and reviewing our procedures regularly.

To minimise the risk to our staff and customers, we are operating a reduced workforce and ask for your understanding in following the current social distancing rules that are in place.

Personal Protection



Our staff are supplied with; disposable gloves, seat, gear knob, hand brake and steering wheel covers to help minimise contact with your vehicle.



Hand sanitising liquid is available for staff and customer use.



We currently are not asking for signature verification on any document



To minimise contact with your vehicle, we are not providing a service wash or valet service. However vehicle touch points will be sanitised before your car is returned.



If you are not feeling well, we would ask that you re-schedule your appointment.



Sneeze screens will be used in key locations throughout the dealership.

Sales / Aftersales / Parts Facilities



Where appropriate we will display two-metre safe distancing markings.



Our washroom facilities are equipped with bacterial hand soap.



All work surfaces are cleaned regularly throughout the day.



The communal coffee areas are currently not available.



We have reconfigured Showrooms and removed cars and reduced the Waiting Areas, where applicable, to provide more space to help us follow Social Distancing recommendations.

Vehicle Drop Off / Contactless Service and Repair



By prior appointment your vehicle will be booked in with an allocated time.



It is important that you maintain your timeslot.



Keys will be sanitised before returning to the customer.



Once work on your vehicle is completed, we will contact you in readiness for collection **and** this will be at a pre-appointed time. It is important that you maintain your timeslot.

At point of collection



Cashless Payments only. Customers will be required to pay any charges due by debit / credit card. Over the phone payment limits will still be applicable.



Your keys will be sanitised before returning to you.



The protective covers will have been removed as the last staff member exits the vehicle to ensure sanitisation has been maintained.