

Important information regarding the actions you take before your car's collected



Please ensure you comply with the following actions before we arrive. Due to the current status of the Corona Virus we are trying to protect our staff as best as we can so that they can keep servicing your needs through these difficult times.

You can help by completing the following actions before we arrive:

Our driver is expected to be with you between 8:00am and 11:00am. We will call you 20min before we are due to arrive.

****PLEASE COMPLETE THE FOLLOWING BEFORE OUR 20min ARRIVAL CALL****

- Turn off your car's blower fan motor. (turn to position Off or 0)
- Wipe your keys, gear stick, handbrake, door handle and steering wheel with an antibacterial cloth.
- Push your air vents to the close or floor position.
- Make sure there is a minimum of one 1/4 of a tank of fuel upon collection.
- Place your service book and locking wheel nut on the passenger seat.



COLLECTING FROM HOME

Please ensure you comply with the following actions before we arrive. Due to the current status of the Corona Virus we are trying to protect our staff as best as we can. You can help by completing the following actions before we arrive.

1. Our driver will ring the bell or knock the door hard and loud. Please DO NOT answer the door. Please ask the driver the question loudly through the door ..

"Hello - What are you collecting"

our driver will only respond with

"Collectmywheels- Your Car"

Once this has been completed please pause for about 10 seconds. Our driver will move 5 meters away from the door. After the count, please open the door and place your disinfected car key on the front door mat.

Or driver will say thank you. Please then shut the door and we'll do the rest.

Our driver will then disinfect your car once more and be on their way!

COLLECTING FROM WORK.

Our driver will call you when they are outside. Please give them instructions as to where your car is parked and meet them at your car. Always keeping 5 meters away please place your keys on the floor and our driver will pick them up. Once the transfer is complete our driver will antibac your car and drive away.

****When it's complete****

We will call you and ask for a debit or credit card payment over the phone. We comply with GDPR guidelines and your data is safe. This is to avoid physical contact and contact with cash notes and coins.

On return to your home. We will simply post your keys and invoice.

If we return to work we will do the reverse as to when we collected.

We trust that you are happy to accommodate this arrangement.

Due to the current threat of the infection, we are offering our customers an airborne antibacterial solvent that kills 99.9% of bacteria within your cars cabin and heating / ventilation system. It costs £15 inc VAT. We can apply the solvent when the car is with us. If you'd like us to add the solvent. Please tell our driver on collection.

We really appreciate your efforts to help us fight against the spread of the virus.
Thank you for keeping our staff safe.

If you have any concerns regarding your booking. Please feel free to call us and discuss this matter.

Many Thanks

**John Enticott
Director
The Team**