

## COVID 19 Safety Procedures for Torberry Visitor

Last Update: TS (8<sup>th</sup> June 2020)

**We take the health of you and our staff seriously, so please take a moment to read the information below before you visit us at Torberry.**

### **Before You Arrive:**

Please ensure your visit to Torberry is booked with a specific time so we can make your visit as safe as possible

If you or a member of your household has developed COVID 19 symptoms please do not visit Torberry, we will reschedule your visit when there is no longer a risk of infection, or carry it out virtually.

### **General:**

- Please ring the doorbell and wait for someone to greet you outside.
- Please observe the 2-metre distance guideline.
- Use sanitiser provided outside the Front Office on arrival.
- During the visit:
  - We will greet you outside the Front Office so please wait to be greeted.
  - Visits will be conducted solely outside and/or in the Atrium. Access to the atrium will be through the bi-fold doors. If you are not comfortable entering the building please state so before you arrive. Surfaces will be sanitised before and after visits (*the customers host will arrange this*).
  - You may enter the greenhouse and conservatory showrooms, but we will remain outside during this time.
- Toilet facilities:
  - Please use the one-way system for use of our toilet facilities/ please ask if you are unsure. The toilets are accessible through the back of the building
  - Visitors please use the disabled toilet only. These are reserved solely for visitors.
- We are unable to provide any refreshments such as tea or coffee at this time (please bring your own drinks if you wish).
- Gloves and masks are required for those entering the main building and/or factory.

If you have any concerns or queries regarding the above, please do not hesitate to contact us on 01730 826900 / [enquiries@alitex.co.uk](mailto:enquiries@alitex.co.uk)

