

# BRIAN and SONS REMOVALS

Affiliated member of Move Assured

## Moving during Coronavirus

### Precautions and staying Safe

Considering the current, ongoing Covid-19 health pandemic we wish to inform you of the following changes and guidance in order to complete our services in the safest and practicable way to do so.

As you are aware, the Government are continually reviewing their stance on the situation surrounding Coronavirus in order to manage and control the spread of the virus.

Instructions from them may restrict our ability to deliver a service to you. Should such measures be implemented, this will restrict our ability to meet our quotation and or supply services as originally detailed.

We may legally, be obliged to delay, suspend, or indeed cancel our services. In such situation, we and our insurers will not be able to accept any liability for losses that may arise as a result. We therefore limit our liability accordingly.

Your removal may also take longer than it would normally do, this is due to the restrictions and the safety measures we have to put in place, please note this is for the health and safety of our customers as well as our staff, your patience is appreciated.

Moving forward, we will be following all guidance and good practices set out by the Government, Move Assured and other leading moving and storage organisations.

### Getting a quote

Getting a quote is as easy as ever, simply give us a call or send an E-mail. We may be able to give you a price over the phone depending on your requirements, if not we may request you to fill in our online quotation form if we do require more information.

If necessary, we can still carry out an on-site survey when agreed by both our customer and team member. (precautions to be taken in this event)

### Our vehicles and equipment

Our moving equipment and vehicles will be cleaned / sprayed daily. Furniture protective covers, blankets will also be rotated to leave ample time between moves.

### Our PPE

As well as our customers safety, our employee's health is of utmost importance, to minimise the risks our employees will be equipped with:

- Masks
- Eye protection
- Aprons
- Hand Sanatiser
- Hand washing equipment

### Packaging materials

It is important that your household is packed to a good standard, this will reduce the time we require to be inside your home. It also reduces the number of small items we need to handle.

As ever, we are still providing a contact-free packaging delivery service where possible to accompany your move.

# Customers

## Help Us Stay Safe

### Your obligations

As a duty of care to everyone involved, we request our customers to do the same. These precautions are simple and in-line with the guidance given by multiple organisations. Please take time to read this section and help us to help you.

- **Ventilate Property** – before your moving team arrives to commence your move please open doors and windows to allow airflow and ventilation throughout the property
- **Disinfect & Clean** – it is important to clean your furniture and property before our arrival, this includes high traffic areas such as hallways, bannisters and door handles
- **Observe Social Distancing** – during your move please observe social distancing, the 2-meter rule with your moving team. Where this is not possible, we ask customers to wear a face covering (e.g. during pre-site walk around and final checks etc.)
- **Limit of People in The Home** – during your move please try and have only 1 delegated person in the property at any time. This includes during an on-site survey. Where possible please prepare a room, you can relax in away from your moving team. It is also advisable to keep children and pets away from your moving team.
- **Wash Station Accessibility** - please have running water and a sink available for our staff to wash their hands as they will be doing this regularly, they will have washing and drying materials with them to prevent cross contamination.
- **Packing Your Home** – the best defence is as little handling as possible. To help combat this we are advising customers to pack their belongings to a good standard. This includes all small items as well as bedding, pillows, clothing, towels and other soft furnishings etc.
- **Floor plan** – its best for you to have a floor plan ready for your home if possible. This will help your moving team to know how you would like your new property and furniture set up.

## Not Sure?

### Don't Hesitate to Ask

#### Have any problems?

Thank you for taking this time to help us keep everyone at Brian's Removals and yourselves safe during the moving process.

If there are any sections of this document you are struggling to complete or understand, don't hesitate to give us a call. We are more than happy to assist in finding a solution for you.

#### Vulnerable people

If you are a vulnerable person and want to speak about our precautions or other practical methods you would like us to consider during your move, we urge you to get in touch so we can try and accommodate your requests.

#### Showing symptoms of COVID?

If you or anyone in the household are showing symptoms of COVID-19 running up to the commencement of your move, you are required to let us know at the earliest opportunity so we can assist you with the rebooking of your move whilst you self-isolate.

Thanks again for considering Brian & Sons Removals for your move. We hope to make your move as easy and as safe as we can.