

# Barton and Nichols

## Coronavirus (COVID-19) update – we are open for business, but with restricted access.

The Directors and Staff at Barton and Nichols Ltd would like to reassure you that the health and safety of our customers, suppliers and employees is of the utmost importance. We are closely monitoring the news, information, advice and guidance from the World Health Organisation and local authorities regarding the spread of COVID-19 and will continue to update our policies as the need arises.

As things stand, we are open and continue to repair vehicles for our customers. Some part deliveries are taking slightly longer than usual, however some are in extremely short supply, so please be patient with us if there are delays of any sort for the repair of your vehicle. Our customer service team will endeavour do their best to keep you informed when possible.

We have made a slight change in relation to access of our repair facility for our clients and suppliers. Vehicle estimates, collections and deliveries will be by appointment only, and are being strictly controlled at all times. There will be no direct access to the site as part of our controls will be to keep the business functioning behind locked gates, so all contact must initially be by phone, to arrange appointments. The situation is changing on a regular basis and we will do our utmost best to keep this information updated as may deemed to be appropriate by the Directors of Barton and Nichols..

We are working hard to safeguard the health of our employees, their families, customers, partners, and the local community, so please bare that in mind when

Our employees have adopted glove wearing and increased regular hand washing with the use of hand sanitisers, where available. In line with government guidelines we have enhanced the cleaning of our courtesy cars and our customers cars. In particular, we are paying special attention to the main customer touchpoints such as steering wheels, door handles, keys, handbrakes, gear shifts and other hard surfaces.

We are taking every precaution to ensure business continuity for us, our clients and our suppliers and to minimise the risk for all involved against contributing to the spread of the coronavirus. Please bare with us during this very difficult time.

If you have any flu like symptoms, have travelled outside of the UK or been in contact with someone that has visited one of the high-risk countries we ask that you follow government advice and do not visit. We will re-book your car at the earliest convenience.

*If you have any questions regarding the above notice, please call us on **01248 750989**  
or email [info@bartonandnichols.co.uk](mailto:info@bartonandnichols.co.uk)*