

# **BROCKLEY BIKES LIMITED**

Unit 30 Brockley Cross Business Centre 96 Endwell Road London SE4 2PD Ph: (020) 70645222 Fax: (0870) 7052282

Web: [www.brockleybikes.com](http://www.brockleybikes.com)

## **BROCKLEY BIKES COVID PROTOCOL**

Please read the following current protocol we have in place to help keep our customers and ourselves as safe as we possibly can while still continuing to keep the business running.

I have now closed the shop to walk in customers because most of them just couldn't behave themselves and act in a safe manner. I am still doing stuff for key workers and people who will take this situation seriously. So, I am happy to do work for you as long as we can stick to some straight forward rules... turning up at agreed times (I will not serve anyone who just shows up), keeping distance at the door for drop off and pick up and payments either over the phone or by bank transfer.

When you get here can you pop your bike in the bike rack out the front and either call me or ring the door entry buzzer and step back behind the 2 metre line. I will come to see you to discuss what needs doing and have a look at it inside the workshop. I will then let you know what needs doing and we can take it from there.

Things are taking longer to do than normal due to the current booking in system we have to use and suppliers not getting items that need ordering out as efficiently as usual.

Please also be aware there is a chance I will get ill or become part of a track and trace situation and your bike could be stuck here for a couple of weeks. To minimise the probability of either of these happening we need to keep the time we speak face to face to a minimum.

Just let me know when you would like to bring it down and we can arrange a specific time. Appointments are at half hour intervals between 9am and 11am in the morning and 3pm and 4:30pm in the afternoon. This is for dropping off and picking up.

Due to the considerable extra time it takes to assess bikes for the work required and convey that to the customer there is now a £20 fee to do so. If you proceed with the work this will be taken off the labour cost if that is greater than the booking in fee. If the normal labour is less than £20 this will be the cost of the labour for said job. This effectively makes the minimum labour fee £20 whilst we need to operate under the government's social distancing rules. If you decide not to proceed the fee will be payable before your bike is returned to you. There are no exceptions to this rule.

You will need to have read and agreed to our system by email before an appointment can be made. This will ensure we have your contact details should there be a need to supply the necessary government authority with information on who has frequented the shop whilst Covid still prevails.

**PLEASE HELP US KEEP YOU SAFE BY BEING SAFE...**