

## Luna Blinds - COVID19 Safety

Firstly, we'd like to thank you for arranging a home appointment with Luna Blinds during this uncertain time. We are working in line with the Government guidance following the Tier 4 restrictions which allow us to continue working in our customer's homes.

The following notes are what you can expect us to do during your appointment in order to keep you and ourselves safe. They also outline the requirements from our customers when booking a home appointment.

In order to help minimise contact for initial enquiries we are able to provide an online estimate within 24 hours if you have rough measurements and a blind type in mind. This is a method we encourage where possible to give you an initial idea of costs involved whilst keeping everyone as safe as possible.

### When booking a home appointment you must not:

- Be shielding or in self isolation from COVID19.
- Have anyone else in the house that is shielding or in self isolation from COVID19.
- Have returned from overseas and be in self quarantine following returning to the country.
- Be suffering from symptoms of COVID19 whether diagnosed or undiagnosed.

### During a home appointment we require:

- Social distancing - keeping a safe distance between our team member and the homeowner.
- Clear access to windows and doors to allow our team to measure in full without the need to touch furniture and items on sills.
- Where possible ask for windows to be opened slightly to allow for ventilation.

### During a home measuring appointment we will:

- Wear a mask or visor when entering your property.
- Wear disposable gloves during measuring appointments
- Sanitise our hands before and after working in your home.
- Provide gloves for you to wear if you prefer to use them when handling samples.

During an installation appointment we will:

- Ask where possible to be left to work alone in a room. This will enable us to work without a mask as social distance is maintained. This is particularly helpful for large installs to help our team.
- Sanitise our hands before, after and throughout working in your home.
- Clean your sides and windows where we come into contact with them.
- Bag all rubbish and fold boxes flat and compress them. Due to COVID19 we are not currently able to collect rubbish or dispose of old blinds.

If you have any queries or questions at all please feel free to ask us before arranging a home appointment. You can also raise any issues with a member of our team at your home appointment.

Many thanks,  
Team Luna