



COVID-19 Operations Update

In line with government guidance, our showrooms are open with strict social distancing and safety measures in place. Our opening hours are as follows;

Monday: 7:45am - 5:00pm

Tuesday: 7:45am - 5:00pm

Wednesday: 7:45am - 5:00pm

Thursday: 7:45am - 5:00pm

Friday: 7:45am - 5:00pm

Saturday: 9am – 5pm

Sunday: 10am – 4pm

We appreciate our new safety and social distancing measures may be slightly daunting at first, but please be assured they have been put in place for yours and our colleague's safety. Our showroom teams will endeavour to provide reassurance and talk you through the measures upon arrival so you can shop in confidence. If you have any concerns or questions, please don't hesitate to speak to a member of our team.

Safety & Social Distancing Measures

To protect you and our colleagues, we've implemented a number of safety and social distancing measures that we kindly ask customers to adhere to;

- Please do not visit our showroom if you have any symptoms related to COVID-19
- Under the new government guidelines, as of July 24, customers* visiting our showrooms will need to wear a face mask or covering before entering. The liability for wearing a face covering lies with the individual. Should an individual without an exemption refuse to wear a face covering, we can refuse entry into our showrooms. For more information and *exemption details, please visit www.gov.uk/coronavirus
- Upon arrival, you will be asked to wait outside our showroom whilst ensuring a 2-metre distance of other customers and our colleagues
- As we are limiting the amount of people in our showroom, you will need to wait until a member of our team greets you and instructs when it's safe to enter
- Upon entering, our team will detail the relevant safety and social distancing measures in place and customers will be asked to use the hand sanitizer provided
- Floor markers will detail one-way systems and there will be notices issued throughout the premises for necessary guidance
- Customers should keep a 2-metre distance from others at all times and be mindful about their contact with products and surfaces

September 2020

- Showrooms will be cleaned and sanitized frequently to ensure high levels of hygiene
- During this time, we can only take card and pay link payments. We apologise for any inconvenience this may cause.

Showroom Consultations

Showroom Consultations offer our customers an exclusive pre-booked appointment with a member of our expert team. A consultation is particularly beneficial if you are struggling to choose amongst the endless possibilities, unsure what options you have with an awkward space, are looking for some design advice or you're simply unsure of where to start.

A dedicated appointment will allow our team to guide you through your project and help make your tile journey as inspiring as it should be.

The same safety and social distancing measures detailed previously apply.

To book a Showroom Consultation, please contact your local showroom. Contact information is detailed below.

Virtual Consultations

If you'd rather not visit our showrooms, that's not a problem. Our teams are still able to assist with your tile project via phone, email, and video consultations.

Please contact your local showroom to start discussing your project and to book a call or video appointment. Contact information is detailed below.

Call & Collect

A 'Call & Collect' service is in place for trade supplies and sample orders. Customers should contact their local showroom via email or phone to place an order and arrange a collection time (Monday – Saturday only).

To ensure appropriate safety and social distancing measures, Call & Collect customers should make their way to the collection point which will be positioned in the showroom car park. Customers should then call the showroom team to alert them of their arrival. Payments will be taken via an emailed pay link and customers are kindly asked to keep a 2 metre distance from other shoppers and our team.

Contact Information

Please email or call your local showroom to discuss your upcoming project, book a Showroom or Video Consultation or place a 'Call & Collect' order;

- Bournemouth Showroom - 01202 039765 | bournemouth@originalstyle.com
- Bristol Showroom - 01179 674673 | bristol@originalstyle.com
- Cheltenham Showroom - 01242370602 | cheltenham@originalstyle.com
- Exeter Showroom - 01392 446300 | exeter@originalstyle.com
- Plymouth Showroom - 01752 338399 | plymouth@originalstyle.com
- Southampton Showroom - 02380 170152 | southampton@originalstyle.com

Please continue to take care of yourselves, your families, and neighbours – we wish you well during this time. If you do have any further questions please do not hesitate to get in contact with us.

Best wishes,

The Original Style Tile Showrooms Team