



24th November 2020

### **COVID-19 Update**

**We would like to reassure our trade customers that we remain open** with strict social distancing and safety measures in place. **Our end customers are more than welcome to call their local showroom and are strongly advised to arrange an appointment.**

To ensure the continued safety of our customers and colleagues we have amended our opening hours and advanced our remote services.

Our opening hours are as follows;

Monday: 7:45am - 4:30pm

Tuesday: 7:45am - 4:30pm

Wednesday: 7:45am - 4:30pm

Thursday: 7:45am - 4:30pm

Friday: 7:45am - 4:30pm

Saturday: 9am – 5pm

Sunday: Closed

If preferred, our teams are able to assist on a **remote basis via phone, email and video consultations** and our **'Call & Collect' service remains in place**. Please continue reading for more information.

### **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
- 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](http://www.gov.uk/coronavirus)

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- Due to limited entry, please wait outside our showroom upon arrival whilst ensuring a 2-metre distance of other customers and our colleagues. Please do not enter until a member of our team greets you and advises when it's safe to do so
- 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 contact with products and surfaces
- 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 a 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, are looking for some design advice or if you simply don't know 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 and our showrooms will be cleaned in-between appointments and frequently throughout the day. 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, 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 to place an order and arrange a collection time.

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 customers and our team.

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### **15% discount for NHS workers**

As a little thank you and to showcase our appreciation to NHS workers, we're offering a 15% discount on all tile purchases from 2<sup>nd</sup> November 2020 until 31<sup>st</sup> December 2020.

To redeem this offer, please email your local showroom using your work email address to retrieve a code which will be redeemable at the point of purchase. Full terms and conditions are available on the following page of this correspondence.

### **Contact Information**

Please email or call your local showroom to discuss your upcoming project on a remote basis, 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 don't hesitate to contact us.

Best wishes,

**The Original Style Tile Showrooms Team**

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## **TERMS AND CONDITIONS FOR ORIGINAL STYLE TILE SHOWROOMS**

### **“15% OFF ALL TILE PURCHASES FOR NHS WORKERS”**

The promoter is Original Style Ltd, Falcon Road, Sowton Industrial Estate, Exeter, Devon EX2 7LF

1. This promotional offer entitles NHS workers to a 15% discount off the RRP of all Original Style tile collections
2. This promotion runs from Monday 2<sup>nd</sup> November 2020 to Thursday 31<sup>st</sup> December 2020 (inclusive)
3. This promotion is open to anyone with a verified NHS email address in the UK
4. To redeem this offer, the following conditions must be met;
  - o Users must email their local showroom to verify their NHS email address
  - o The name displayed on the NHS email must match the name stated on the payment card
5. This promotion does not apply to delivery costs and accessory ranges
6. The offer is only available whilst stocks last
7. Discount cannot be used in conjunction with any other offer
8. The promotion is only available for purchases made via the following Original Style Tile Showrooms:
  - o Southampton Original Style Tile Showroom Millbrook Trading Estate Third Avenue Southampton Hampshire SO15 0LE
  - o Bournemouth Original Style Tile Showroom 520 Wallisdown Road Bournemouth Dorset BH11 8QE
  - o Exeter Original Style Tile Showroom 1 Apple Lane Exeter EX2 5GL
  - o Plymouth Original Style Tile Style Unit Q 2-4 St Modwen Road Plymouth PL6 8LH
  - o Bristol Original Style Tile Showroom Unit 9C Aldermoor Way Longwell Green Bristol BS30 7DA
  - o Cheltenham Original Style Tile Showroom Unit 5 Haven Works Tewkesbury Road Cheltenham GL51 9AH
9. Prices on marketing material correct at time of print, errors and omissions excepted. Images on all marketing material are for illustrative purposes only
10. The promoter reserves the right to amend, refuse or withdraw the offer at any time