



12th April 2021

COVID-19 Update

Our showrooms are now open!

In line with government guidelines, we're excited to welcome customers into our showrooms once again.

Social distancing measures apply and all customers are required to **wear a face covering** unless exempt.

If preferred, our teams are still able to assist with your project by **phone, email and video consultations** and our **Call & Collect, delivery and sample services remain fully operational.**

Visiting a Showroom

Our teams are excited to welcome you back into your local showroom! To avoid any potential waiting times, we strongly advise you **book a Showroom Consultation** with a member of our team.

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
- 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
- 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
- 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

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- 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.

We strongly advise booking a consultation during this time as it will help us to limit the amount of people in our showrooms and reduce waiting times for our customers.

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.

To book a Showroom Consultation, please contact your local showroom;

- 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
- Cardiff Showroom – 02921 303767 | cardiff@originalstyle.com

Phone, Email and Video Consultations

If you'd prefer not to visit a showroom, our teams are still able to assist with your upcoming project via phone, email and video consultations. Whether you'd like to place an order, arrange a sample delivery/collection or simply talk to our expert tile team, we are here to help.

Please contact your local showroom to enquire.

Call & Collect

Our 'Call & Collect' service remains operational for product orders, samples and trade supplies. Customers should contact their local showroom directly 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

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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.

15% discount for NHS workers

As a thank you and to showcase our appreciation to NHS workers, we're offering a 15% discount on all tile purchases until 30th June 2021. 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.

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 2nd November 2020 to Wednesday 30th June 2021 (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;
 - Users must email their local showroom to verify their NHS email address
 - 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:
 - Southampton Original Style Tile Showroom, Millbrook Trading Estate, Third Avenue, Southampton, Hampshire, SO15 0LE
 - Bournemouth Original Style Tile Showroom, 520 Wallisdown Road, Bournemouth, Dorset, BH11 8QE
 - Exeter Original Style Tile Showroom, 1 Apple Lane, Exeter, EX2 5GL
 - Plymouth Original Style Tile Showroom, Unit Q 2-4 St Modwen Road, Plymouth, PL6 8LH
 - Bristol Original Style Tile Showroom, Unit 9C Aldermoor Way, Longwell Green, Bristol, BS30 7DA
 - Cheltenham Original Style Tile Showroom, Unit 5 Haven Works, Tewkesbury Road, Cheltenham, GL51 9AH
 - Cardiff Original Style Tile Showroom, Unit 2 Dragon Retail Park, Newport Rd, Cardiff, CF23 9AD
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