

22<sup>nd</sup> July 2021

### **COVID-19 Update**

With the latest easing of restrictions, we're excited to continue welcoming customers into our showrooms. Throughout the pandemic, the safety of our customers and colleagues has been our top priority and it's for this reason that we've made the decision to continue with certain measures. In line with the government advice to act carefully, we kindly ask all customers to **wear a face covering** if you can and to **keep a 2-metre distance from other customers and colleagues** when shopping in our showrooms.

**In our Cardiff showroom, face masks continue to be a legal requirement as per the local Welsh guidance.**

Our showroom teams across all stores in England and Wales will continue to wear facemasks during customer interactions and our enhanced hygiene, cleaning and safety measures will remain in place. If you'd prefer not to visit our showrooms just yet, 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**

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
- 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. **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.

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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. Appropriate safety and social distancing measures apply which our teams will detail at the point of order.

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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