



COVID-19 SERVICE VISIT PROMISE

Here at Mira Showers, our number one priority is the safety of our associates, customers and communities. In order to put your mind at ease ahead of any face to face interaction you have with us, we have put together additional COVID-19 safety measures which you can expect to see when you book a service visit from us.

mirashowers.co.uk

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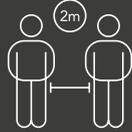


Staying safe

When you book a service visit, we'll ask if you or anyone in your home a) has Covid-19 symptoms? b) is shielding or vulnerable? You will also receive a call from us ahead of your appointment to see if anything has changed.

If you answer yes to either of these questions before your appointment, we will be unable to proceed with the booking.

2



Before your appointment

Before your visit, you will be reminded of the social distancing rules of staying 2 metres apart. You will also be asked to ensure all internal doors leading to where work / fitting is required to be left open so there is minimal surface contact by our Field Service Technicians.

3



Arrival at your property

Before knocking on your door, we'll make sure we use hand sanitizer and wear protective gloves. If we can maintain social distancing outside of the property, we might not need to face wear masks. If not, then expect us to be wearing our own face masks.

4



Answering your door

When it is safe to do so, you'll hear a knock on the door. Whilst you make your way to the door, we'll put our masks on, if we haven't already, and stand back 2 meters. After introducing ourselves, we'll then ask you to step back 2 metres so we can enter your property safely.

5



Helping us

Next, we will ask you where we need to carry out our work. This will probably include asking you where your water / electricity supply switches are. Sometimes these spaces can be cramped for more than one person so we may ask you to direct us there separately. Please could we ask that you do not remain in the room while we carry out the work.

6



You're all set!

After the job is complete, we'll ask you to meet us back at the front door to finish up. We will explain exactly what we've done and once you're completely satisfied with what has been explained, we'll ask you to verbally sign this off. We'll take care of the rest electronically.

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After the work

When we get back to the van, we'll place all waste in our designated return box. We'll also disinfect all the tools we used on the job. If required, we'll remove our masks and store them safely in a bag. Finally, any gloves used will be disposed of in a separate bin at home.

We recommend you also wipe down any surfaces and door handles after we've left, just to be on the safe side.

Book an Appointment

If you have any questions or would like to book an appointment, please call us on

0800 001 4040