

Covid-19 notes

Health & safety. Our Hiredesk Staff and Delivery Personnel are aware of the requirements for social distancing, anti-bacterial procedures and hygiene requirements. All mechanical equipment is pressure-washed at 90°C; electrical products are wiped down with disinfectant. *As an added precaution, we recommend that you wear gloves when handling or using equipment.*

Amended opening times:

Monday to Thursday 7.30am-5pm

Friday 7.30am – 6.30pm

Saturday and Sunday - closed

Weekend rentals can be **collected** from our shop any time from 2pm Friday and still qualify for the weekend rate. If we are **delivering** to you it will probably be in the afternoon but, dependent on location and work load, may be during the morning.

Placing orders: Please call us on 0118 981 9619 or Email: hiredesk@countyhire.co.uk

Payment: Card payment preferably please, to minimise any risk of contamination. Full card details will be needed at time of booking.

Visiting the Shop Please read the notice (attached to the In/Out barrier outside the shop). Wearing a facemask is mandatory. Please observe the social distancing notices. Sanitizing fluid is available just inside the shop entrance door.

Loading your vehicle: In order to comply with social distancing, we shall be unable to help with lifting equipment into your vehicle; you will need to bring another member of your household with you. If this is impractical, please enquire about our delivery service.

Returning equipment to the shop Place the returned item(s) on the ground, outside the barriers in front of our warehouse. Advise shop personnel that you wish to off-hire the equipment. A staff member will then move items inside the barrier in order to do a visual check. *Unless you request a printed copy at time of off-hire we shall email your off-hire note/invoice.*

Further Considerations

- Please maintain the Government-recommended safe distance (2 metres; alternatively 1m if wearing a mask) at all times.
- Please respect the safety of our team and of other customers.

The above guidelines may be amended, without prior notice, in line with current Government instructions.

We hope you; your family and colleagues remain safe and well whilst this worrying virus is still around, and thank you for continuing to support County Hire and [GroundsCare Products](https://www.grounds-care-products.co.uk) (<https://www.grounds-care-products.co.uk>).

Amended 6th November 2020