

# Coronavirus (COVID-19) Prevention & Control Policy

## *For Fitzgerald Jewellers*

All of us have been affected by the Coronavirus (Covid-19) pandemic. At Fitzgerald Jewellers our priority has and will always be, the safety and well being of our staff and customers therefore things may be a little different when you next visit us.

We are following best practice advice for shop hygiene from our trade body, the National Association of Jewellers and also adhering to the Government's 'Working Safely During Coronavirus (COVID-19)' policy.

Before you visit if you or anyone in your household is showing any symptoms of Coronavirus (COVID-19) please do not under any circumstances come to our shop.

### **Arrival at Fitzgerald's**

When you arrive at the store we will be operating a locked door policy and not allowing more than two people into the store at any time.

If there are customers in when you arrive you will need to wait at a safe distance - at least 2 meters from any other people to wait to be invited in when it is safe to do so.

When the customer inside the store leaves you will need to step back to allow them to leave the store as we only have one entry and exit point.

We have a strict cleaning routine after each customer has left the store so please bear with us while one of our team ensure they have sanitised any touch points and surfaces. Once the area is clean you will be invited to enter the store.

When you enter the store there is a sanitising station, you will be required to sanitise your hands on entering.

We understand you may wish to wear a mask or gloves - this is absolutely fine but due to insurance and security in our specific trade a member of staff may ask you to remove your mask momentarily as you enter so our security system is able to see your face.

### **Once inside the store**

You will notice we have had to make a few temporary changes to the appearance of our stores. The first being screening at our counters, the second being floor markings to aid in social distancing. Please do not be upset or offended if some of our staff may be wearing PPE (personal protective equipment) i.e. gloves or masks when serving you.

Wherever possible we are utilising environmentally friendly, single use items which are disposed of after each customer in order to protect from cross infection. All disposable items are bagged and safely removed from the premises.

### **Viewing items of stock**

You are of course welcome to view/touch any items of stock you are looking to purchase. We understand this is an important part of the decision process. To eliminate any cross contamination we will be putting the selected items in a sanitising tank for 2 minutes prior to you handling it and the same when the item is handed back to us should you decide not to purchase. We hope this will re-assure you that any items you view are safe and have been sanitised before and after handling. We will display a reduced amount of stock in our front windows temporarily to enable us to spread it out so you can browse without being too close to another customer. Please note the 2m markings on the pavement to guide you.

### **Watch Battery Fitting & Watch Repairs**

We are still more than happy to carry out replacements of watch batteries and straps but we just have a slightly different process. We will ask you to place your watch in a special bag and provide you with a receipt. We will then quarantine your watch for 72 hours before we are able to examine it. We know this may be disappointing to some and not our usual level of speedy service but we hope you understand the importance of not handling an item such as a watch straight away.

### **Jewellery Repairs**

Our workshop will be fully up and running again but we will need to sanitise your items for 2 minutes in our sanitising tank before we are able to safely examine it. There may be the odd exception which is unable to be placed in the tank - in this instance we will have to follow the same procedure as watch batteries and repairs. We can then follow your usual procedure of examination, quotation and time frame to complete the necessary work.

### **Should you prefer not to visit the store**

There are various ways we can try to assist you and still offer our high standard of customer service without you having to come to the store.

You can call us on (01227) 727 206

Email us at [info@fitzgeraldjewellers.co.uk](mailto:info@fitzgeraldjewellers.co.uk)

Find us on social media @fitzgeraldjewellers

You can also continue to shop online and enjoy free delivery!

Payment methods:

We would prefer not to be taking cash at the moment so if at all possible would ask you to pay by card or directly into our account via BACS. We will take cash if absolutely necessary.

We want to try and make your visit to us as safe, comfortable and enjoyable as possible, we understand a visit to your local jewellers is often an enjoyable one and can often represent an emotive or important occasion in peoples lives.

We thank you in advance for your understanding and hope you support us in our decisions and understand that they are for the safety and protection of our team and customers. We kindly ask you to comply and not make our staff feel uncomfortable having to asking you. We really can't thank you enough for your continued support throughout this unprecedented situation and for your patience whilst waiting for us to safely re-open.

**From all of us at Fitzgerald Jewellers x**