



Important – COVID-19 Information

In light of the recent communication from Government regarding the easing of lockdown restrictions and in accordance with these guidelines, we are welcoming people on an **'appointment-only'** basis to our Information Suites and Show Apartments. Rest assured, we go above and beyond Government guidelines to ensure stringent COVID-secure social distancing and hygiene measures are in place at our Information Suites and Show Apartments. Should you prefer not to meet in person, a virtual meeting can be arranged, or a brochure can be sent; whatever your situation, we will make it work for you.

About your appointment

- There will only be one appointment taking place at any one time.
- In-between each appointment, we will clean down and disinfect all surface areas.
- Our Information Suites have their own air-conditioning system, independent from the rest of the building, meaning the air is not recycled. In addition, we have powerful air purifier units which combine the best filtration technologies to clean the air of pollutants.

The day before your appointment

- We will contact you to confirm that neither you, nor anyone due to visit with you, is displaying any COVID-19 symptoms, has had contact with anyone who has exhibited symptoms, has a household member who has been in close contact with someone experiencing symptoms or is under a local government self-isolation requirement, any mandatory quarantine or self-isolation order.

Private Car Service

- If you are using our complimentary London private car service to and from your house, then please be assured that the vehicle is cleaned in between each use. The driver will follow Government guidance on COVID-Secure travel.

Upon arrival

- Our team will be wearing face coverings throughout your appointment. Please note that our team take regular lateral flow tests in accordance with Government guidance.
- We ask that you also wear a mask in accordance with Government guidelines. We keep a supply of disposable face masks for visitors so please do not worry if you forget yours when you come to the Information Suite.
- In addition, we will ask you to use hand sanitiser before the appointment begins. We have hand sanitisers available throughout the Information Suite.
- On entry to the Suite and Show Apartment we will take your temperature, using a contactless thermal temperature terminal. Should your temperature be 37.8C or above, we will reschedule your appointment and advise you to arrange a COVID-19 test. We are able to offer a video call if you would prefer.

Test and Trace

- We are supporting the Government's contact tracing process and may ask for your permission to pass your contact information to such government agencies as may be necessary for the purpose of tracking anyone connected with an outbreak of COVID-19.