

24th March 2020

Dear Customers,

Covid-19 Update: Still open to keep your vehicle safe

Following the latest restrictions imposed by the Government on the 23rd March 2020 to tackle **Covid-19**, garages have been designated as an "**essential service**", in recognition of the fact that it is more important than ever to have a vehicle in top condition that is safe and roadworthy.

Therefore, we remain open and are committed to providing the best quality service to our customers, with priority for NHS staff and other key workers who are continuing to support our communities during this unprecedented and uncertain time.

Please rest assured that our number one priority continues to be the wellbeing and safety of our customers and colleagues. We are continually following Government advice and all teams are adhering to stringent daily actions including frequent handwashing, careful vehicle preparation, wearing gloves and vastly increased cleaning of our offices and workshops.

Strict guidelines for fourteen day self-isolation have been in place for some time for staff returning from high risk countries and for those who may have been in close contact with an affected individual. Anyone with a high temperature or with flu-like symptoms is also being asked to remain at home and self-isolate for fourteen days.

If you are coming in to have your vehicle serviced or repaired, you will see hand sanitisers in the reception area and our colleagues wearing disposable gloves: these are all measures to protect our customers and staff.

Our staff are practicing social distancing measures as recommended by the Government, however, if you are worried about bringing your vehicle in yourself, please let us help. We can collect it and deliver it back to you once completed, free of charge, having also cleaned and sanitised all surfaces that you would normally come into contact with during daily use, in addition to our normal courtesy valet service.

Please note that in addition to our usual rigorous cleaning process for all vehicles, your key controls - including steering wheel, indicator & wiper stalks, gear lever & door handles - will all be wiped with anti-bacterial sanitiser prior to handover. We have employed an additional person to carry out these duties to safeguard your property and the environment you visit during this difficult time.

We will continue to monitor the situation and respond to the official government daily advice. In the meantime, please continue to trust us to drive the standard in customer care in everything we do for you.

Thank you for your continued support - and please stay safe and well.

Yours sincerely,



Peter Laney. M.I.M.I.

SERVICE ● ACCIDENT REPAIR ● MOT ● SALES

H & L MOTORS, 70-72 WELLINGTON ROAD, TWICKENHAM, MIDDLESEX, TW2 5NX. PHONE: 020 8977 5865 FAX: 020 8943 4378
Web: hlmotors.co.uk Email: service@hlmotors.co.uk VAT No. 225 0440 09 Founder: H O Laney Proprietors: PJ Laney M.I.M.I. JR Laney

D R I V E N B Y Q U A L I T Y F O R O V E R 6 0 Y E A R S

