



July 2020

Dear Customers,

Covid-19 Update: Here to keep your vehicle safe

We are sure you are, like us, very relieved to start returning to this new normal. However, with the expected increase in road travel over the summer, it's more important than ever that our customers can trust the reliability and safety of their vehicle. We remain open and are committed to providing our customers the best quality and safest service during Covid-19.

FOR YOUR SAFETY

You can rest assured that our number one priority is the wellbeing and safety of our customers and colleagues. We are continually following Government advice and all teams continue to adhere to the stringent daily actions we introduced during the lockdown. These include social distancing, frequent handwashing, careful vehicle preparation, wearing gloves and thorough regular cleaning of our offices and workshops. 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 sanitiser prior to handover.

ON ARRIVAL

If you are coming in to have your vehicle serviced or repaired, please use the hand sanitisers in the reception area as well as our newly installed temperature check: these are all measures to protect our customers and staff. We would also ask that you do not visit us if you are displaying any symptoms of Covid-19 or have been in recent contact with someone who has had Covid-19.

FOR THE VULNERABLE

If you feel vulnerable or worried about bringing your vehicle in yourself, we are here to help. We can collect your vehicle 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.

NEW COVID-19 DEEP CLEAN

During Covid-19 we have been reviewing how we work and offer the best customer service to our customers. To that end, we have invested in new

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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

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vehicle internal cleaning equipment. Our Covid-19 Deep Clean removes the germs in heating / air conditioning systems and on internal vehicle surfaces by using a sanitising chemical mist which is certified and guaranteed to Kill 99% of bacteria and viruses including Covid-19. **Please click here if you'd like further information** or call us on **020 8977 5865**

We will continue to monitor the situation and respond to the official government 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,

A handwritten signature in black ink, appearing to read 'Peter Laney', written in a cursive style.

Peter Laney. M.I.M.I.

Proprietor

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