

PLANNING TO VISIT US?

We are delighted you are considering a Tulloch Home and we will be pleased to welcome you on site, however before you visit us we would like to make you aware of some changes we have made.

These changes are to ensure we can operate as safely as possible and are in the interests of our visitors and sales staff. The changes have been implemented in line with Scottish Government guidance and include social distancing and enhanced cleaning measures. Our sales team have been fully inducted on our new procedures and understand the importance of them and we would respectfully ask for your co-operation.

It is imperative you do not visit us if you, or any member of your household, is showing symptoms of COVID19, is feeling unwell, have a high temperature or cough and we ask you to respect the health and safety of our staff at all times.

- ▶ **Your visit must be pre-arranged** with our sales consultant and we will only accommodate customers or potential customers from the same household. 'On spec' visits will not be permitted.
- ▶ **We request a maximum of 2 members of the household attend the appointment** and it would be appreciated if children or other family members do not attend. We understand this is not always possible however we would appreciate if, where possible, you can make other arrangements.
- ▶ **Please arrive on site at, or as close to, the agreed appointment time as possible.** If you are late for your appointment it may be necessary to reschedule for another time/day.
- ▶ **When you arrive in the car park please telephone the sales consultant to confirm your arrival.** Please do not approach the marketing suite until advised to do so by the sales consultant. You may be asked to wait in your car until the sales consultant has carried out sanitizing of the marketing suite or show home.
- ▶ **Please do not touch doors or door handles**, our sales consultant will greet you on your arrival and open the door for you to enter. Please use hand sanitiser on arrival.
- ▶ **Your sales consultant will explain the structure of your visit** and will remind you not to touch anything in the marketing suite or show home. Please do not use the toilet. All internal doors, cupboards, wardrobes will be open.
- ▶ **If you are visiting a stock home** the sales consultant will open the door for you to walk around alone. They will remain outside during your visit to the property.
- ▶ **If you have any questions please make a note of these prior to your visit to the property.** Our aim is to limit your visit time to site to no more than 15 minutes, however our sales team will be happy to spend as long as you require talking you through our homes, specification and sales process over the telephone, by email or online.
- ▶ **Our sales team will wipe down surfaces and touch points immediately after every visit.**
- ▶ **Please ensure you use hand sanitiser before you leave our premises.** Our sales consultant will open the door for you to leave so you don't have to touch the door/door handle.
- ▶ **We would prefer not to hand out sales literature. All our literature is available electronically or on our website www.tulloch-homes.com** and we will email you following your visit with sales literature on the development.
- ▶ **If you wish to reserve a home** this can be done remotely and our sales consultant will explain the process to you by telephone, email or online.

Thank you for your co-operation.