We care about the health and safety of our staff and customers alike.

We have implemented the following procedures to reduce the risk of transmitting Coronavirus.

**Placing an Order**

Orders can be placed by telephone or email.

We will then confirm the order by email, along with the collection time.

We will email instructions on the set up and operation of equipment ordered.

You will be required to provide the vehicle registration of the vehicle that will be used when collecting the equipment, this will be checked upon arrival for the collection equipment.

**Payments and Deposits**

At present all payments and deposits must be made in advance by card. No onsite payment will be accepted.

Credit Card payments – If using a credit card we will hold the credit card details for deposit and once the equipment is returned in full the card details will be shredded. The hire fee will be charged to the credit card at the time of collection.

Debit Card payments – where the hire is paid by Debit card we will add £50 to the hire fee and this will then be refunded at the point of return of equipment.

**Testing of equipment**

All equipment will be cleaned and sanitized as appropriate after it has been run up. Once placed on the trolley Stage Two will not touch the equipment.

**Collection of equipment.**

Upon arrival please park your car but stay in your vehicle. As we are in a shared building please do not enter the loading bay or reception. Please telephone us on 01923 230789 to notify us of your arrival.

We will bring the equipment on a trolley to you and we will move back. Please place your ID (Driving Licence or Passport) on the equipment and then step 2m back whilst we take a photograph of the ID. We will the step back 2m.

No assisted lifting with our customers is permitted. Customers must have the means to lift, load & move equipment.

We will then take a photograph of the equipment in the vehicle and email you a copy of the paperwork.

Return time will be agreed.

**Return of Equipment**

Upon arrival at your designated time slot please telephone 01923 230789 to notify us of your arrival. Please remain in your car and we will bring a trolley to you.

You should then unload the equipment from your vehicle on to the trolley. We will take equipment for cleaning and sanitizing.