



The Shakespeare Hospice delivery and collections procedure during COVID-19:

The Shakespeare Hospice drivers are following all Coronavirus (COVID-19) Government guidance to ensure your safety and that of our employees.

We are taking a sensible approach to the evolving situation with Coronavirus by following all Government advice to make sure we can continue to serve our customers.

In addition to our standard collection and delivery terms and conditions, you will be contacted 24 hours prior to your booking and within an hour before arriving at the property. We respectfully request that all customers co-operate with providing the following information:

- Have you or anyone in your household displayed symptoms of COVID-19, self isolating, or come into contact with a person who may have the virus?
- Have you been contacted by the NHS COVID-19 tracing to advise you that you may have been in contact with a person with the virus?
- Have you or anyone in the household been notified by the NHS as being on the high risk shielded group?

If the answer is yes to any of the above or we are unable to get a satisfactory answer, the booking will be cancelled based on the risk of spreading COVID-19 to our customers or employees.

Deliveries and collections:

Our standard policy during COVID-19 is that our drivers will be operating zero contact during deliveries and collections and **will not** enter your property to deliver or collect furniture.

You will be contacted on the day of your booking to arrange a drop off or collection point outside your property.



If you are unable to move the item as you live alone or don't have the ability to, please discuss this with a member of staff at the time of your booking.

Only in exceptional circumstances, and when agreed in advance, can the driver enter your property. The driver will ensure they keep a 2 metre distance from your door and will ask you to wait in another room whilst they deliver/collect the item. Our drivers will be wearing gloves and a face mask for their and your own protection.

Please ensure all items have been wiped down and are in clean condition and free from dust ready for collection. Items must be easy to access and a clear route out of the property should be made available.

Our employee safety and wellbeing is a priority to us. If our drivers do not feel safe or have concerns about entering your home they can refuse to do so without prior notice at their own discretion.

We have implemented set times for donations to our Avenue Farm Furniture store, we are accepting donations of bric-a-brac, clothing, books and small items between the hours of 9am & 10am Tuesday to Saturday and large furniture donations between the hours of 3pm & 4pm Tuesday to Saturday. A specific time slot will need to be booked to donate your items, please contact our Avenue Farm Furniture store on 01789 205333 to book your time slot.

Refusal of donations statement:

Please understand that sometimes our staff may refuse to collect or receive a donated item if they feel that it doesn't match the description that has been provided to us or it's not in good condition. If we can't sell items, it will cost the hospice money to dispose of them. As we are a charity, we must ensure our costs are kept low and we remain cost effective, therefore our staff follow strict guidelines to ensure that we only collect/receive items we are able to sell.