



# Solomons Flooring

## Coronavirus Announcement

At Solomons Flooring, our first priority is the health and safety of our customers, our franchisees and our team members.

In these uncertain times surrounding COVID-19, it's important that we ensure that everyone feels safe and protected.

That's why we are introducing safety protocols in our showrooms across Australia, and also when we are visiting our customer's homes.

- We will call ahead before each home appointment to confirm the home occupants are not self-isolating or showing symptoms, and to confirm that our Solomons Flooring representative is also not showing symptoms, to give all, peace of mind.
- We will wash and sanitise our hands before entering your home.
- Don't be offended if our representative doesn't offer to shake hands and maintains a little distance.
- At participating stores, we will offer video calls via FaceTime or Skype (or other methods) for in home consultations.
  - Our representative will be able to get a good idea of your requirements.
  - They will be able to suggest specific products that will suit your existing décor, paint colours etc.
  - Where possible, after the video consultation, we can leave samples at your front door and then collect the following day.
  - We will call you when they have been delivered and will wait for you to collect before leaving, standing a safe distance away from your door.
  - Check with your local store to see if this is an option for you.
  - It's still an obligation free consultation.
- In our stores we will:
  - Have sanitiser available for customers and staff.
  - Ask that all payments are made via card or EFT to avoid handling cash.
  - We will be cleaning and disinfecting our stores regularly.
  - Ask that you delay visiting if you are showing symptoms or have arrived from overseas in the past 14 days.
- Our installers will also call ahead to confirm that installation can take place, and they will also sanitise before entering your home and throughout the day.

At Solomons Flooring and Sultan's Blinds, it's business as usual, but with a slightly more cautious approach.

By adopting these measures, we are committed to keeping everyone as safe as possible.