

Making it safe for everyone

We can only visit if:



Your household is **not isolating**. You might be isolating if one or more family members has symptoms or if an individual has been advised to shield.

If someone in your household is clinically vulnerable but has not been asked to shield, for example someone over 70, we must insist vulnerable* people avoid any face-to-face contact, for example when answering the door.

Before we visit:



Make sure the area we are working in is clear of furniture, ornaments, and anything other items so we do not have to touch things unnecessarily



Open the windows so the area is well ventilated



Open all internal doors leading to the work area so we do not have to touch them



Decide and plan how you will always keep a minimum of 2m (6 feet) away from us at all times

When we visit:



Keep a minimum of 2m (6 feet) away from us at all times, preferably by being in another room



Provide somewhere where we can wash our hands with hot water and soap



Do not offer us any food or drinks



- We will request that you thoroughly wash your hands before and after handling any of our samples or swatches.
- We really appreciate your co-operation in keeping everyone safe.
- Either party can end the visit if it's felt safety will be or has been compromised.

*People described as clinically vulnerable

1. Aged 70 or older (regardless of medical conditions);

2. Under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab as an adult each year on medical grounds):

- chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis;
- chronic heart disease, such as heart failure;
- chronic kidney disease;
- chronic liver disease, such as hepatitis;
- diabetes;
- chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy;
- a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets;
- being seriously overweight (a body mass index (BMI) of 40 or above);
- pregnant women.