

### **Covid 19 Precautions (updated Jan 29<sup>th</sup>)**

In order for me to assess or repair an instrument I need the instrument brought to and then collected from my workshop however customers will not be able to enter the workshop. Some customers may be in a period of self-isolation or shielding and therefore will need to send the instrument and/or have it collected by courier or post, or perhaps by taxi – if you decide you would prefer to have the instrument delivered and/or collected please read the relevant section below.

In the current situation it is necessary to enforce 'social distancing' when dropping off or collecting an instrument, also studies show that the virus can survive up to 72 hours on the surface of an instrument so I cannot handle the instrument until 72 hours after it is dropped off, and it cannot be played for 72 hours after the completed repair. I have outlined my safety procedures below.

#### **Dropping off instruments for repair or assessment**

If possible I will follow my usual practice of giving an estimate over the phone but if I have not seen the instrument before, particularly if was acquired second-hand, then I do usually need to examine the instrument before I can give a reasonable estimate.

Before visiting the workshop 'double bag' the instrument case containing the instrument (either in two carrier bags or two bin liners for larger instruments, but please leave the bags open). When you arrive at the gate please place the bags containing the instrument (in its case) on the ground, then ring the bell and stand back 2 metres. I will come to the gate and collect the inner bag containing the instrument (in its case) and place a docket into the outer bag for you to take away.

After 72 hours I will assess the instrument and contact you to discuss my findings (or to confirm the nature of the repair if I gave an accurate estimate over the phone when you arranged to drop off the instrument). If you decide not to go ahead with a repair then we will arrange a time and date for you to collect the instrument. If the repair is going ahead then I will contact you when it is done to arrange a time and date for you to collect the instrument.

#### **Collecting an instrument**

When you collect the instrument please come to the gate, ring the bell, and then stand back 2 metres. I will come to the gate and then place the instrument (in its case and in the bag you provided) on the ground and shut the gate. I will have put a repair docket in the case of the instrument with details of the repair (or assessment) undertaken and also the bank payment details.

Once the 72 hour period has elapsed you can safely handle the instrument.

- If I have repaired the instrument you can make a payment to me after the instrument has been 'play tested', this can be by bank transfer or you can post a cheque to me (if you prefer to pay by cash then you will have to pay when you collect the instrument – please place the cash in the bag that contained the instrument and leave it by the gate for me to pick up once you have left).

- If I have only assessed the instrument please make a payment to me once you have got home, this can be by bank transfer or you can post a cheque to me (if you prefer to pay by cash then you will have to pay when you collect the instrument – please place the cash in the bag that contained the instrument and leave it by the gate for me to pick up once you have left).

## **Sending or collecting an instrument by courier or taxi**

If you decide to send the instrument and/or have the instrument collected by courier or post, or perhaps by taxi, you must contact me in advance to arrange this so we can agree a date (and time period) for the instrument to be delivered. If you are using a taxi service I am willing to collect and/or deliver the instrument from/to the taxi driver. Whatever method you choose I will contact you to confirm I have received the instrument. Normally I would issue a repair docket to anybody leaving an instrument with me but if the instrument is delivered to me by courier, post, or taxi that will not be possible, so instead I will photograph the docket and send an email with the photo attached.

Please note I will not warranty the repairs on an instrument if it is collected by courier or post as there is always a chance that the instrument will be damaged in transit. However I will warranty repairs collected by taxi because it is less likely to get damaged in transit.

If you are local to Peterborough I would suggest you use a taxi service to deliver and collect the instrument as this will be simpler - there will be no need to package and address the instrument, and you will have more control over the time and date of the delivery and collection of the instrument.

If you are using a courier or taxi to collect an instrument then payment will have to be by bank transfer or cheque.

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