

Covid 19 Precautions (from July 4th)

In line with the relaxation of Lockdown restrictions I have updated my procedures for customers.

I now have three sets of procedures reflecting the different situations customers may find themselves in.

1. For customers who feel safe with the easing of restrictions
2. For customers who are still shielding to some extent
3. For customers who are in a period of re-imposed lockdown or self-isolation

1. For customers who feel safe with the easing of restrictions

For these customers my procedures will largely return to normal.

You can bring an instrument into the workshop and I will assess it immediately, and if a very minor repair is all that is needed I will do it while you wait. If you have left an instrument for a larger repair you can enter the workshop to collect the instrument so I can show the repairs carried out. You can choose to test the repaired instrument in the workshop or you can wait 72 hours before handling the instrument (this is the period of time that the virus, if present, can remain active on an instrument).

However, **all people (including children) entering the workshop must wear a face mask**, and I will limit the number of customers in the workshop to two at any one time (therefore a parent can only bring in one child and the child must also wear a face mask).

2. For customers who are still shielding to some extent

These customers should not enter the workshop and I will maintain a 2 metre distance at all times.

Dropping off instruments for repair or assessment:

Before visiting the workshop 'double bag' the instrument case containing the instrument (either in two carrier bags or two bin liners for larger instruments). When you arrive at the gate and ring the bell I will come to the gate and ask you to place the bags containing the instrument (in its case) on the ground, and then ask you to move back 2 metres. I will then open the gate and take the instrument to my workshop; you can either remain waiting at the gate or in your car (if you drove) whilst I assess the instrument. I will telephone you once I have assessed the instrument (this usually takes about 5 – 10 mins) to discuss what I have found.

- if the instrument only requires a very minor repair (up to half an hour's work) I can do it while you continue to wait, or you can leave and return later to collect it.

- if the instrument requires more than a very minor repair you may decide to leave it with me, or decide to book it in for a later date (or decide not to go ahead with a repair).

If you are leaving the instrument with me I will write out a docket and place it in one of the bags that you supplied and place the bag on the ground by the gate (whilst you stand two metres back) for you to pick up once I shut the gate.

If you are taking the instrument away I will place the instrument back in the bags that you supplied and place the bags on the ground by the gate (whilst you stand two metres back) for you to pick up once I shut the gate.

If you have to make a payment to me (either for a repair or in some cases for the assessment) you can do this by bank transfer when you get home or you can post me a cheque. If neither of these options is suitable you can place cash (or a cheque) in one of the bags and leave it by the gate for me to pick up once you have left.

Please note - you will not be able to handle the instrument for 72 hours as this the period of time that the virus, if present, can remain active on an instrument.

Collecting an instrument after repair (or after assessment of larger instruments):

When you are collecting an instrument then when you arrive at the gate and ring the bell I will come to the gate and ask you to move back 2 metres, I will then place the instrument (in its case and in the bags 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 repairs (or assessment) undertaken, but I can discuss the repairs (or assessment) when I telephone you to confirm collection. Once the 72 hour period has elapsed, and you are able to safely handle the instrument and have had a chance to read the repair docket, you can telephone me if you wish to discuss the repairs further.

You can make a payment to me once you have tested the instrument (after the 72 hour period) this can be by bank transfer or you can post a cheque to me. If you are paying by cash then you will have to pay when you collect the instrument – please place the cash in one of the bags and leave it by the gate for me to pick up once you have left.

3. For customers who are in a period of re-imposed lockdown or self-isolation

These customers may decide to send and/or collect the instrument by courier or post, or perhaps by taxi.

You must contact me in advance to arrange a delivery or a collection so we can agree a date (and time period) for the instrument to be delivered and/or collected. If you are using a taxi service I am willing to take the instrument to or from the taxi driver.

Once the instrument arrives I will assess it immediately and then contact you. 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 if you wish.

Please note I will not warranty the repairs on an instrument that 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/or 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/or collection of the instrument.

If you are using a service to collect the instrument then payment can be by bank transfer or you can post me a cheque but you will not be able to pay by cash.

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