



CORONAVIRUS DELIVERY POLICY & PROCEDURES 2021/22

- Evo will always follow government guidelines as stated on the date of the event.
- Preferably electronic noncontact payments will be accepted prior to delivery. Cash transactions should be avoided - we have a website and booking system linked to Worldpay to enable contactless payments or we can give you our company bank details for direct bank transfer. If cash must be used then it should be put in an envelope for us pls.
- Ts&Cs will be sent out prior to delivery via your confirmation email – these can be found under the tab H&S on our website www.evoinflatables.co.uk, alongside a safety sheet and these guidelines. Ts&Cs must be signed via the disclaimer before or upon the inflatable being delivered. This can be signed electronically.
- We as a delivery company will at all times ensure that we adhere to social distancing guidelines when setting up and removing the equipment from people's premises.
- No contact should be made by yourselves or your children whilst the castle is being set up.
- The castle will be plugged in to an outside socket if discussed previously – if not then the plug will be left for the client to plug in.
- Our staff are kept safe when delivering equipment by using hand sanitiser before the delivery and when they are back in their vehicles, and they wash their hands before leaving the unit and when they get back to the unit or their house. Masks will only be worn if the staff prefers to or if the client specifically asks us to.
- Equipment will be thoroughly cleaned /disinfected before delivery and before it can be re-hired. We ask that the client put up the castle on the morning that we are collecting to give it a chance to air.
- The castle will then be taken back to the unit and cleaned again before being rehired.
- These policies enforced by the Government are designed to protect us, you and your children during the any COVID-19 pandemic and save lives and protect the NHS. Thank you for your understanding during this time and STAY SAFE. For more information please refer to <https://www.gov.uk/coronavirus>