



17th March 2020

Important re Corona Virus Carpet installations and cancellations

I don't need to tell you that this is something I have never experienced in my lifetime and I hope we will never experience again. There is all sorts of information that is conflicting and we have no control over what the customers believe and react to.

If when we check with customers or they contact us to cancel due to self isolation it would be commercial suicide for us to ask for a cancellation fee no matter how short the notice to cancel.

Therefore we will not be able to get you any wasted day money however late the customer cancels in the current circumstances. Also if we do get a job cancel but have work for the rest of the day we need you to come in and fit the other jobs even if it is a short day that doesn't pay a full days work. We have all got bills to pay so we need to fit any carpets that the customers are willing to let us fit to keep as much money turning over as possible.

We are noticing a reduction in the customers coming into the shop and there are only 2 or 3 measures booked in for next week so far.

Please keep up with washing your hands on arrival and leaving houses to show that we are being sensible and also to protect yourselves from infection.

Any problems then please speak to the branches and with your cooperation we will get through these very difficult unprecedented times.

Many thanks
David