

## Information for re opening as of 12<sup>th</sup> April 2021

As of Monday 12<sup>th</sup> April everybody is back to work as usual. The only exception is Paul Southam can't travel from Scotland until w/c 26<sup>th</sup> April so he will be delayed returning and Anthony is recovering from a back operation and will be phasing back to work from Monday 19<sup>th</sup> April. Part time initially and then full time when his surgery allows.

Operating in store from 12<sup>th</sup> April

**Strict social distancing to be maintained. Masks and sanitizer to be used by staff & customers.**

**All call diverts will be cancelled from 9am Monday and email auto replies will be updated Sunday 11<sup>th</sup> stating restricted hours and note re appointments for viewing**

- Staff operations from 9am – 5.30pm Monday to Saturday with day off as per rota agreed with branch manager except Raynes Park will be operating from Tuesday – Saturday with Sally's day of Mondays.
- Customer access - Tuesday – Saturday 10am – 4pm. If you are in on Mondays to cover fitting and want to allow customers in between 10-4pm then that is the choice of the individual branches.
- Website and new door notices will state customers may be seen without an appointment if social distancing allows but if customers want to be guaranteed access please contact the branch to book an appointment.
- Sample Loans – I am willing to leave this up to branch managers to decide on loaning showroom samples. IF samples are loaned they must be recorded on the sample loan program and on return not returned to the showroom for 24hrs but put back on display as soon as 24hrs is up.

I have prepared new notices for the shop doors and I will enclose a copy with this memo. I will also enclose the updates on the website for your reference.

## Important changes to showrooms on return on 12<sup>th</sup> April

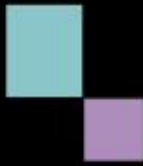
**Important Please read as Putney showroom will not be re opening on Monday**

Andy has requested to change to part time working from July 2021. I have looked at the impact that would have if we try to maintain all 4 showrooms and the additional pressure it will put on staff. Also if we tried to recruit a new staff member it will take a while for them to learn the systems and Mr carpets way of working. I have therefore decided to leave Putney showroom closed temporarily and it will not be re opening as of the 12<sup>th</sup> April and we will monitor levels of business and look to re open the showroom at a later date when we have sufficient staff to re open Putney showroom.

Jack & John will be based at Sheen and we will try to encourage Putney customers to call to the sheen showroom. All emails and telephone calls will be handled at sheen. I will send a separate email to all affected directly with this change outlining methods of working at sheen.

Any questions please contact me for further details. Good luck and thanks for helping us through this difficult year.

DG



mrcarpet

DESIGNS FOR FLOORS

[www.mr-carpet.co.uk](http://www.mr-carpet.co.uk)

## Temporary Trading Hours

Tuesday – Saturday

10am – 4pm

Closed Sunday & Monday

We are maintaining social distancing within the showroom and while you may be let in without an appointment if we have the maximum number of people in the showroom you may not be able to enter.

If you would prefer to guarantee entry please contact the branch to make an appointment.



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# PLEASE READ

Entry is subject to social distancing controls  
We have decided to maintain 2m social distancing in  
store as we have been able to trade successfully  
maintaining a 2m distance for the safety of  
our staff & customers

## On Entry

- We are limiting the number of people in store to enable us to maintain social distancing. To help us manage social distancing the door may be locked.
- If the door is locked please ring the bell for access.
- Please use the hand sanitizer when entering & leaving the premises.
- Observe social distancing at all times and please stay 2m away from our sales staff.

Thank you for your co operation

# CUSTOMER NOTICE



Please ensure you are wearing  
a face mask or covering to  
enter these premises for the  
safety of yourself and others,  
thank you.

We are taking the above steps to help protect our staff & Customers. Corona Virus has not yet been defeated and until further notice we will continue taking additional steps to reduce the risk of infection.  
Many thanks for your understanding

http://www.mr-carpet.co.uk/

Mr Carpet Ltd. This site isn't secure IONOS by 1&1 - Email, Domai... Rug and Carpet Manufacturers... Mr. Carpet Ltd. Google Mr. Carpet Ltd.

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## CARPETS AND FLOORING IN SW LONDON

Mr Carpet has showrooms in SW London with one of the largest selections of carpets & custom made rugs available.

Mr Carpet is one of a small number of retailers who carry stock in their own local Warehouse enabling us to supply carpets from stock at very short notice. We also purchase thousands of square metres of manufacturers clearance stacks of carpets and wood flooring and offer them at up to 50% off the normal retail price.

Friendly, knowledgeable staff and a flexible approach to meeting your requirements. A visit to one of our showrooms is highly recommended.

CLICK HERE TO DESIGN YOUR **BESPOKE RUG**

**RAYNES PARK**  
308 Warple Road  
Raynes Park  
London  
SW20 8QU  
Tel: 020 8947 7522

**PUTNEY**  
70 Lower Richmond Road  
Putney  
London  
SW15 1LL  
Tel: 020 8789 3133

Raynes Park closed Monday

Puntey showroom temporarily closed

**FULHAM**  
301 Munster Road  
Fulham  
London  
SW6 6BJ  
Tel: 020 7381 1989

**SHORN**  
299 Upper Richmond Road West  
East Sheen  
London  
SW14 8QS  
Tel: 020 8876 9126

TEMPORARY OPENING HOURS:  
Tues - Sat 10AM - 4PM | Sundays CLOSED | Mondays CLOSED

Privacy Policy

Start | 12:05 | 06/04/2021

Please add branch emails to address details

# Corona virus – Notice to customers

Front page notice (at top, red banner):

**Our branches are now open but with restricted hours and social distancing in place. [Click here for full details](#)**

Main message:

Coronavirus - Notice to customers

Our branches will be re opening on Tuesday 13<sup>th</sup> April at 10am with a skeleton staff and revised trading hours until further notice.

Our showrooms will be open:

Tuesday – Saturday: 10am – 4pm

Sunday & Monday: Closed

Please bear with us as we may not be able to respond to emails and phone calls as quickly as normal but we will get back to you as soon as possible.

We will be restricting access to ensure we are able to maintain social distancing for the safety of our staff & customers and would ask you to respect these rules. Please do not enter the showroom if you or any of your family are showing symptoms of Covid 19. Hand sanitizer is available for visitors' use on entry & exit. For further information please contact the branches.

Many thanks for your patience and co-operation at this time and we look forward to seeing you soon.

David Guyan, Managing Director

Branch Email list:

Putney: [putneybranch@mr-carpet.co.uk](mailto:putneybranch@mr-carpet.co.uk)

Sheen: [sheenbranch@mr-carpet.co.uk](mailto:sheenbranch@mr-carpet.co.uk)

Fulham: [fulhambranch@mr-carpet.co.uk](mailto:fulhambranch@mr-carpet.co.uk)

Raynes: [raynesbranch@mr-carpet.co.uk](mailto:raynesbranch@mr-carpet.co.uk)