

At Beechdale we have always taken the safety of our colleagues and customers very seriously and that responsibility is now even more important.

We are looking forward to welcoming you all to site but to ensure we can maintain social distancing **we ask that you give us a call before you visit**. This will allow our dealership team to schedule a time for your appointment and help us to control the number of people on site at any one time.

Face masks are mandatory for all customers in the showroom, service reception and parts department. Staff are not required to wear masks but if you feel more comfortable with these being worn whilst we assist you simply ask. Masks can be removed whilst you are seated at desks with screens present.

Opening hours-

Service and Parts

Monday to Friday 8.30am – 5pm

Saturday & Sunday Closed

Sales

Monday to Friday 8.45am – 6pm

Saturday 9am – 5pm

Sunday Closed

Service reception

Upon arrival please apply disinfectant gel upon entering and wait until you are called to the desk. We ask that you maintain a two-metre gap between you and other customers. For now, we've suspended refreshments.

As you would expect, we've increased the frequency that our dealerships are cleaned and disinfected. We're also ensuring that all common touch points are regularly cleaned.

Bookings are staggered to limit the number of people on site at one time so please ensure you arrive at your allocated time.

An additional charge of £20 has been added to all courtesy car bookings, all vehicles undergo a full chemical sanitisation process before the booking and this charge covers part of this cost.

For safety reasons we are unable to offer the following services-

- collection/delivery. Please call if you are shielding or a key worker and we will work with you to ensure your car does not miss any essential servicing work.

- Courtesy wash/vacuum, for obvious reasons in ensuring no member of staff is working on many different vehicles each day we have taken the decision to stop this service.

Workshop Process –

The technician working on your vehicle always has a mask present and a new set of disposable gloves per job. Covers are used on the seats, steering wheel and gear stick. These are removed and all touch points disinfected when the vehicle is returned to the reception area.

Showrooms

Upon arrival please apply disinfectant gel upon entering and wait in the reception areas until our staff can greet you. We will then talk you through the changes in our procedures which enable us all to operate safely.

We do not want to herd people around like cattle, so we simply ask that you maintain a two-metre gap between staff and any other customers. For now, we've suspended refreshments and closed our customer waiting area. Separate entrances and exits are provided and clearly signposted.

Cars will remain locked until you've spoken to a member of the sales team. When viewing a vehicle, customers will be required to wear gloves and only one person will be allowed inside the car at any one time. Between each viewing, a designated member of the team will disinfect all major touchpoints inside and outside of the vehicle.

If you would like to find out more about one of our vehicles, you'll be able to speak to one of our team members at a consultation desk. We've greatly reduced the number of desks in the building, to maintain social distancing, and have positioned new screens on each desk for your protection.

Test Drive

Test drives are available on a strict appointment only basis. This allows the vehicle to be fully sanitised before your visit.

Our team member will always remain outside of the vehicle and will be happy to answer any questions you may have.

Once a member of the team has safely checked the documents you have bought with you, you will be able to take the vehicle out for a 30-minute unaccompanied test drive.

When you return to the dealership, the vehicle will be fully sanitised ahead of the next test drive.

Collection

If you are visiting the dealership to collect your new car, a member of the team will contact you to complete all the relevant paperwork and to give you a dedicated collection time.

Ahead of your visit, your vehicle will have been fully valeted and sanitised ready for collection.

Throughout the handover, our team member will always remain outside of your vehicle and will be happy to answer any questions that you may have.

Final payments via bank transfer only.

Finally, we have purposefully created an environment that allows you as much flexibility as possible but if you have any questions please call or ask a member of the team.

Best Wishes

Russell Boot
General Manager