



POLICY ON COLLECTIONS & DELIVERIES DURING THE COVID-19 PANDEMIC

The safety of our staff is paramount and Alex TLC van staff have been instructed, where possible, not to enter properties in order to collect or deliver goods, in accordance with Government guidance.

Those donating goods to Alex TLC are requested to bring all donations to the door whilst Covid safety restrictions are in place. Similarly, those having goods delivered will have the goods delivered to the door only.

Where large items are being collected or delivered and the donor has no reasonable assistance to move items themselves, we advise customers to discuss this when booking. Decisions on entering individual properties to assist donors or customers is at the discretion of our van staff, who may reasonably refuse a collection or delivery if they feel the situation puts their own health and safety at risk.

Where a donor or a customer lives in a property with a communal entrance, van staff will inform the donor or customer if a collection or delivery will be made to the front door or the communal entrance. This is at the discretion of van staff.

If a donor is self-isolating, they must inform Alex TLC in advance, and rearrange any collections when it is safe for our staff to attend. Similarly, if a customer has booked a delivery and requested assistance with bringing an item into their home, this must be rearranged in any instance of self-isolation at the property. Customers will not be charged for additional storage when rearranging delivery slots due to self-isolation, but will be asked to provide evidence confirming self-isolation. Deliveries to the door will not be affected by self-isolation.

For more information on Government guidance for businesses offering services at people's home please see <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>.