



WE HAVE A WARM WELCOME WAITING FOR YOU!

It looks like the Government will be relaxing some of the Lockdown restrictions placed upon the catering and hospitality trade from July. We really hope that we will see you back in the branch soon.

At Booker we are here to help and support. If my team or myself can help in anyway, please do drop in or give me a call.

If you haven't been in to our branch recently we wanted to make sure you were aware of some measures we have taken to try and keep everyone safe.

Here's what to expect –

Arriving

- Like many businesses, we are controlling the numbers of customers entering the branch to shop at any one time. This will protect you and our colleagues whilst complying with Government advice on social distancing. At busy times, you may find that we will ask you to queue in the car park. Be assured that we will get you in and shopping as soon as we can and we'd ask for your patience and understanding.
- Due to these restrictions on customer numbers, children under 16 will not be permitted into the branch. We also ask that only two people shop per customer card – one being the named cardholder of the account.
- We ask you to bring your Booker card with you at all times. This will allow you to scan yourself into the branch without any delay.
- We are encouraging customers to use our Self Shop guns. You can pick these up at Reception. Be assured that these are cleaned after every use. This will both speed up your shopping time in branch as well as reduce contact with others.
- For the time being, we have stopped taking back any cardboard or plastics for recycling.
- For the most up to date details on your local branch opening hours, please go to www.booker.co.uk.

Inside the Branch

- Please keep to the social distancing advice at all times.
- Our butchery department team are on hand to help you. They will do their best to get you everything you need. However please bear with us as we manage reduced or returning availability on from our suppliers.
- We are working with suppliers to get back to full supply. If you cannot find what you are looking for please ask.
- To maintain supply for everyone, there may be some purchase restrictions on certain products – this will be clearly shown at the fixture.

At the Checkouts

- Markings on the floor allow for distancing to be maintained.
- Where necessary we have put in screens to protect you and our colleagues.

On Delivery

- We are grateful if you can pay by card or on your account. We are not taking cash payments.
- Due to social distancing, we will be dropping at the doorstep rather than into your premises.

All of the measure taken are intended to keep everyone safe and well.

Prior to Returning

- If you have any changes to your business details, including Bank changes or Direct Debit set up, then please contact us in advance to allow us to update your details in plenty of time for your visit. This will help ensure your shop is as quick and straightforward as possible.
- If you usually receive a delivery from us and are returning, please give us a call in advance to go through your delivery slot information.
- If you need to re-register your business for any reason, you can do so on line at **www.booker.co.uk**.

Additional Advice

We have published the latest Business advice and support from the Government, these can be found on our website at **www.booker.co.uk**.

In addition to supporting your reopening, you can also download the latest Food Standard Agency Checklist and Advice from the FSA at <https://www.food.gov.uk/business-guidance/reopening-checklist-for-food-businesses-during-covid-19>.