



Hi Customers,

Given the latest restrictions placed on NSW, we would like to ensure you that we remain **OPEN** as an essential service. It is our priority to keep your vehicles on the road. Given the ever-changing situation surrounding COVID-19, we want to assure you that the wellbeing of our customers and staff is our highest priority.

At present, we will be operating as per our normal business hours; however, we have introduced steps to help reduce possible exposure to COVID-19. We are complying with the advice provided by the Commonwealth Government of Australia, specifically the Chief Medical Officer from the Department of Health (<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>). In addition, we are monitoring daily reports from the Australian Government.

Below are the steps that we have initiated to reduce the potential impact of COVID-19

- It appears handshakes are out so you may be greeted with a friendly nod instead
- Effective immediately, all vehicles that arrive on our premises for repairs will be subjected to a Biological Cleaning Process.
  - This includes the wiping of steering wheels, interior surfaces and outside surface of the vehicle (door handles ect) with disinfectant.
- We have hand sanitisers for our staff and customers and are maintaining good hygiene.

We will continue to monitor the situation and will notify you if there are any changes.

We cannot take the risk of our staff becoming infected when prevention is possible. We appreciate your co-operation and understanding as to why this measure is possible.

Naturally, a charge will apply for this precautionary service.

This process will apply until further notice.

Contact us for any questions: **02 9699 3897**

Regards,  
George Panselinos  
Managing Director/ BDM