



Procedures to be followed when visiting a Finders Keepers office

We are accepting appointments to visit us at our offices, however the safety of our staff, customers and the community remains the most important thing and, as such, we will be strictly adhering to the recommended safety guidelines. Please only organise to visit us in branch for activities that cannot be done over the phone or via email.

Please ensure you read our detailed guide below which outlines steps you need to take prior to visiting any of our offices:

- Do not visit any of our offices without making an appointment in advance
- Arrive at the correct appointment time, and allow us to direct you to a seat
- Please be aware that we are operating a one-in, one-out customer policy at present
- Only attend if you are the person that we need to meet with and refrain from bringing family and friends with you if possible
- We ask that you sanitise your hands on arrival, and refrain from unnecessarily touching surfaces inside the office
- We may be wearing PPE, including masks and gloves, whilst we carry out the appointment; we ask that you also wear a face mask when visiting us in our offices
- We request that you respect social distancing measures at all times and remain two meters apart when an in-person meeting is being carried out

You might notice that our team isn't dressed quite as they normally would be; we have asked our staff to wear smart, machine washable clothes rather than items that need dry cleaning. This is to ensure clothing items will not be worn more than once before being washed.

If you have any further questions or queries prior to your appointment please contact us.

If you or any of your household shows symptoms of Covid-19 between the time of booking your appointment and your appointment being carried out please contact us.