



Seastar Superbikes - Covid-19 Update: Updated 22/09/2020

Here is an overview of what we are doing, the safety measures we have put in place in order to reduce risk for both our staff and you our valued customers. We ask for your understanding and assistance.

Quick Contacts:

Motorcycles Sales: Tony Summerfield at sales@seastarsuperbikes.co.uk (Tel: 01508 471919 Option 1)

Motorcycle Service: Claire Woodbine at service@seastarsuperbikes.co.uk (Tel: 01508 471919 Option 2)

Motorcycle Spares: Dave George at spares@seastarsuperbikes.co.uk (Tel: 01508 471919 Option 3)

Motorcycle Clothing: Connor Locke at clothing@seastarsuperbikes.co.uk (Tel: 01508 471919 Option 4)

If you are unsure, please email me at vince@seastarsuperbikes.co.uk

What is happening:

The shop is up and running with a reduced level of manpower (to enable social distancing). Our workshop is solidly booked for several weeks so please expect some delays in booking availability. Orders for Clothing and Accessories can now be placed online. (We have recently launched our Brand-New Website). There may be a bit of disruption over the next few months with regard to the supply of products as this worldwide pandemic has affected many areas of production. We will keep you informed.

We have a drop off and collection system set up in order to maintain distancing. See below.

Phones

The Phones are on however with a reduced team and a high demand there may be delays in answering. For this we apologise. If this is the case, please e-mail us and we will get back to you as soon as we can.

Opening the shop

The shop has been open since June 1st however we are working on a maximum number of visitors per department and on a "by appointment" basis. Appointments can be made via the contacts above. If you arrive without an appointment we will still let you in however there may be a delay whilst we deal with customers already in the shop – see below the safety measures that we have put in place.

Please Note: In the event that we feel that we have reached the safe capacity of visitors within the store, we will need to ask you to wait outside until there is sufficient space to enter safely.

Bike Sales

Call us or email Tony or Joe at sales@seastarsuperbikes.co.uk . supplying your telephone number so that we can call you to discuss, along with the details of the bike that you are interested in.

ALL New Website to assist in distance purchasing:

During closure we worked very hard to complete our new website which is aimed to make remote transactions much easier. In excess of 10,000 product lines are now available for online purchase (Clothing and Accessories) and we have fine-tuned the finance section for new and used bikes that will allow you to play with the figures to get your ideal quote, soft check your credit eligibility without harming your credit rating and make a full application for finance all within the website.

Website feedback

Please let us know if you encounter any issues on the new site - vince@seastarsuperbikes.co.uk.

Service Unavailable at present

Due to insurance limitations we are currently unable to offer courtesy bikes.

Delivery and collection service is very limited, however we can put you in touch with a motorcycle collection and delivery company should you have the need.

Payments

We will not be accepting cash for the foreseeable future. Please either pay by credit card (where contactless now has a limit of £45) or by direct transfer.

Our Barclays bank account details are:

The Seastar (Towel and Fabric) Company Limited

Sort Code: 20-92-08

Acc. No. 70791881

Service - By appointment Only

Collection and Drop off, if you would rather not come into the shop, please go to the main door to the workshop which is situated behind the Kawasaki showroom. Ring the intercom / bell and we will come and find you. Alternatively pop up to the service counter.

Bikes coming in and going out will have handlebars, levers, switchgear, tank cap and rear seat / cowl cleaned down.

Measures that we have put in place for our mutual well being

We have put numerous new practices in place.

- The shop is thoroughly cleaned down on a regular basis. This is recorded.
- Notices have been placed around the shop reminding of the need to keep your distance and not to touch products or bikes without talking to a member of staff first.
- Quarantine systems have been put in place so that goods that have been handled / tried on that cannot be sanitised are placed in quarantine until safe to return to the shelves.
- All of our staff have their temperature checked on arrival and declare themselves fit and well.
- Upon entry to the building we all apply the anti Covid hand sanitizer that is available at all of the entry points to the shop.
- Staff wash their hands on a regular basis
- All counter and desk areas where distancing is not practical have been fitted with clear screens
- As stated above a new Drop off and collection zone has been created.

What we ask of visiting customers

- If you feel that you may be experiencing any signs of Coronavirus, please do not come to the shop.
- On entry to the shop, please remove gloves, put on your face mask and apply the hand sanitiser that is available by the entry doors using the touch free dispensers supplied.
- Respect our request of maintaining social distancing of 2m as per guidelines
- Please do not touch products without first talking to a member of staff in order for us to know what needs cleaning down or quarantining. This is absolutely essential with regards to crash helmets.
- Please be patient with us while we strive to give you the best service with a reduced team.

Motorcycle Road Tests

We are asking customers to use a set route that will not take you too far from the shop. There will of course be changes to how we deal with differing circumstances that we will discuss with you at time of booking.

Thank you for your understanding, assistance, and support..... Vince.