



## **Seastar Superbikes - Covid-19 Update: Updated 12/04/2021**

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](mailto:sales@seastarsuperbikes.co.uk) (Tel: 01508 471919 Option 1)  
Motorcycle Service: Claire Woodbine at [service@seastarsuperbikes.co.uk](mailto:service@seastarsuperbikes.co.uk) (Tel: 01508 471919 Option 2)  
Motorcycle Spares: Dave George at [spares@seastarsuperbikes.co.uk](mailto:spares@seastarsuperbikes.co.uk) (Tel: 01508 471919 Option 3)  
Motorcycle Clothing: Connor Locke at [clothing@seastarsuperbikes.co.uk](mailto:clothing@seastarsuperbikes.co.uk) (Tel: 01508 471919 Option 4)

**If you are unsure, please email me at [vince@seastarsuperbikes.co.uk](mailto:vince@seastarsuperbikes.co.uk)**

### **What is happening:**

The showrooms re-open to the public from 12<sup>th</sup> April as per government legislation. We may however from time to time need to limit the number of people allowed in the store at any one time.

We have a drop off and collection system set up in order to maintain distancing for service drop off and collection and for telephone, email & click and collect orders. See below.

### **Phones**

With 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**

We hope to re-open the shop safely on April 12th

### **Bike Sales**

Call us or email Tony or Joe at [sales@seastarsuperbikes.co.uk](mailto: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 the first lockdown 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.

### **Product Availability**

Practically everyone has faced some form of disruption to the ability to perform business on a day to day level thanks to Covid-19. Many of our suppliers, not least the Italians who suffered the longest lockdown first time round have seen delays in delivery of some products. This has a knock-on effect down the line. In the event of delays of ordered products, we will do our utmost to keep you informed. We ask for and thank you for your patience.

### **Website feedback**

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

Where practicable payments be made online, by telephone or into the account shown below by BACS prior to your pre-arranged collection date/time.

### **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, 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 shout really loudly.

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 that will apply when we re-open**

#### **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**

Currently these are being offered on an appointment basis. Please discuss this further with one of our sales staff.

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