



### **▶ We are looking forward to seeing you again!**

*From 15th July 2020, DCCconcepts will once again look forward to meeting and advising modellers at our premises in Settle. Of course, with the Coronavirus still part of all our lives, we also want to look after you and our staff as well as possible, so we have planned our re-opening carefully.*

*Initially, we would prefer to work by appointment.*

*This is important as we still mix remote and office hours to keep everyone safe, so not all staff are here every day. Making an appointment means that the right people are going to be available - and of course, it also lets us be sure that we don't have too many visiting at the same time, as most of us are in an age group that must still think carefully about our contacts.*



### **▶ What to expect when you visit...**

*Fortunately it's summer... and of course the weather is always perfect in a UK summer!*

**When you arrive, just press the bell. We will come out to greet you.**

*Of course, great tea and coffee will be provided, but we will also ask that you wear a mask. The hand sanitiser ritual we are all getting used to will also be part of our greeting process. (If you already have a mask, that great - if you don't then we will provide one for you).*

*We'll then meet outside under the sun umbrella to advise you and discuss your needs - and as all of our demo units are able to be used wirelessly, we can even show you how its done or demonstrate while we talk and enjoy the outside experience.*

*Please understand that unless it is absolutely necessary, or the weather truly bad, you will not be able to just go into the showroom to browse.*

*Where it is necessary to use the showroom, only one client at a time will be the rule, and we will provide protective gloves to protect staff and future visitors from accidental contamination. (Your appointment host will provide both gloves and masks as needed).*

**Your purchases:** *We will get your order together while you wait and place it in a re-usable plastic bag. We will return with your invoice and a contactless card machine to take payment. Please note however, we cannot accept cash at this time.*

*And... because of the extra precautions, forgive us if things may run a little more slowly that you are used to. Please be patient, we will always give you the best possible service that we can.*



### **Arranging an appointment is simple.**

*Just give us a call on 01729 821 080 the week before you wish to visit.*

*We will discuss your needs and work with you to find a date and time that works for you and also has the right staff on hand to discuss your needs and technical questions.*

*Once we agree the time, we will take a few details from you so that you are pre-registered on our system, as this will allow the most efficient, mostly contactless processing of your requirements.*

*Will appointment changes or drop-in visits be possible?*

*As long as we know in advance, we should be able to accommodate appointment changes, however we cannot "double book" so give us plenty of notice.*

*Inevitably the odd customer will be in the area and "drop in", however please do understand that while we may be able to fulfil an order, we will not allow you into the showroom.*

### **Making sure you stay safe...**

*We want you and our staff to stay safe, because the hobby needs all of us to be here for the future. We are therefore taking the following precautions every day, and with every visit. Here is the DCCconcepts approach to looking after the hobby and its people.*

*Staff movement:*

*Staff work a demanding roster that combines remote working and careful office attendance, designed to ensure that we exceed the 2-metre rule at all times. Our own meetings are by Zoom or held outside. No more than 2 people may enter any room at any time, and clear work paths have been established.*

*Masks:*

*Proper surgical masks are provided. Simple face coverings are discouraged. Masks are compulsory where any third party may be present.*

*Cleanliness:*

*Hand sanitiser will be available on the table for visitors to use regularly.*

*Every work area has hand sanitisers and staff are also issued with pocket packs of sanitiser where they are moving about. Masks are compulsory where any third party may be present. Stock is only touched by specific people on an as-needed basis, and any stock returned to shelves is cleaned appropriately.*

*Any furniture and payment devices used during any visit will all be sanitised both before and after use.*

*Office visitors:*

*No drop-in visitors are permitted. Appointments are maintained under the same conditions as staff activity, with meetings outside where possible. Surgical mask use is compulsory for 100% of visitors.*



 **A special thank you**

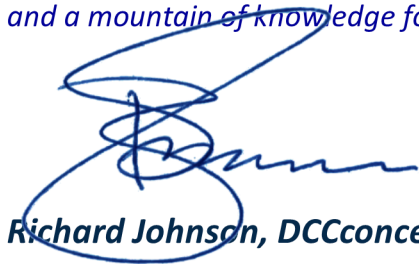
*Its great that we can start the first tentative steps towards normality and I'd like to say a special thank you to modellers everywhere for working with us throughout the Covid-19 crisis.*

*I also want to say thank you to a truly great group of staff members who have gone the extra mile in so many ways over the past few months, because without you, it would have been very difficult.*

*The FOCUS Forum. By the way... if you are not already a Focus Forum member, why not join?*

[Click here.](#)

*You will find a hassle free, informative, supportive forum to participate in, with lots of interesting threads, supportive members and a mountain of knowledge for you to share.*

A handwritten signature in blue ink, appearing to read 'Richard Johnson', written over a circular blue line.

**Richard Johnson, DCCconcepts CME**