



A message from Electric Golf Trolley Spares regarding COVID-19.

In these increasingly uncertain times, the thoughts of everyone here go out to those who have been affected by the coronavirus.

Like many businesses, we have had to think long and hard about what actions we should take to protect our staff and customers.

Bearing in mind the social distancing guidelines, and to help stop the spread of COVID-19, we have decided to temporarily close our shop.

Our online business is continuing to be as busy as ever, customers are still placing orders, and I guess this is down to the fact that in the face of this pandemic, golf may be a place of respite and positivity in the coming weeks or months.

We would be honoured if we were able to help, in any small way, people to continue to play golf – whether that be supplying a part to get their golf trolley up and running again, giving advice on where a fault may lie, or supplying a new or 2<sup>nd</sup> hand trolley.

We have had assurances from our couriers (Royal Mail and DPD) that they are continuing to operate as close to normal as possible, while having introduced stringent safety measures to help keep staff and customers safe.

In these challenging times we do anticipate some impact on delivery times, but we will make every endeavour to keep our customers informed.

Our main suppliers have assured us that they will continue to supply golf trolleys, parts and accessories.

Our website will continue to operate, while at the same time taking all necessary precautions to protect our staff and customers.

Several of us will be working from home, and less staff in our warehouse. With this in mind, we apologise in advance if you haven't been able to get through to us by phone. Our emails will be closely monitored, and as ever responded to as quickly as possible.

Please take care of yourselves and your families, we remain committed to our customers, our colleagues and our community.

From all of us here at Electric Golf Trolley Spares.

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For more up to date information about Royal Mail and their services at this time, please visit the [Royal Mail website](#)

Below are some Frequently Asked Questions on the Royal Mail's website

**1. Can customers catch coronavirus from the mail?**

Public Health England has advised that there is no perceived increase in risk of contracting the new coronavirus for handling post or freight from specified areas. From experience with other coronaviruses, we know these types of viruses don't survive long on objects, such as letters or parcels.

**2. What precautionary actions are you taking to ensure the health and safety of colleagues?**

We take the wellbeing of our employees very seriously. In line with guidance from Public Health England, we are advising colleagues that good hand hygiene is the first and most important line of defence. Disposable gloves are also available to our people on request.

**3. What actions will Royal Mail take in the event of a suspected or confirmed case of coronavirus with one of our employees?**

Should we have a confirmed employee case, we will work with Public Health England who sets out the required actions for the relevant Royal Mail office (if the employee has been in work) and any wider actions relating to people the employee has been in contact with. We have all the systems and processes in place to carry out cleaning of our property, if required.

**4. What will happen if one of Royal Mail's sites has to close because of an outbreak of the virus?**

Any decision to close one of our units would be made in line with Public Health England guidance. We have strong contingency plans in place to ensure mail is kept moving. The scale, vast network and business continuity expertise of our organisation mean we have extensive experience in being able to quickly deploy diversion plans so we continue to provide customers with access to our collection and delivery services, and their mail.

**5. If I have had to close my own premises due to an outbreak, what will Royal Mail do with my mail?**

We have a strong track record of providing alternative ways for customers to access their mail. We would aim to keep customers' mail safe until they're able to collect it, have it redelivered or redirected/diverted to an alternative address.