

### Customer

- **Do you have a high temperature or fever?**
- **Do you have a new, continuous cough?** This means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **Do you have flu-like symptoms?** such as coughing or sneezing
- **Do you have difficulty in breathing?** which may develop into pneumonia
- **Do you have a sore throat?**
- **Do you have fatigue?**
- **Do you have loss of sense of taste or smell?**

### Vehicle

- **Outside of vehicle is clean and presentable** – free from waste of any description and door handles clean.
- **Interior of vehicle is clean and presentable** – free from food waste and used tissues. Door handles to be clean and driver's seat and floor clear.

### Premises

- **On arrival** –Customer to park in designated labelled MOT parking bay and follow signs for garage/workshop Reception laminated sign in window.
- **Use the phone** provided to call the garage on: **1305**.
- For Government NHS **Test & Trace** legal requirements, the customer and vehicle appointment details will be checked to make sure these are correct. If any of the appointment details are incorrect then the appointment cannot be carried out until the correct appointment details have been recorded accurately by contacting the booking team on (01527-881188).
- If this amendment takes too long then the appointment may have to be re-booked depending on the workshops availability, as the correct person who brings the vehicle must be the person on the booking. The customer must wear the appropriate PPE (High Visibility vest or jacket) as this is a mandatory health and safety rule and requirement at each Council Depot when walking anywhere on the Council Depot grounds and follow the appropriate signs and walkways. Failure to comply with both of these requirements will result in the vehicle appointment being cancelled and no refund. Another

## TAXI, PUBLIC MOT AND SAFETY CHECK COVID-19 TELEPHONE SCRIPT

booking will then have to be made at the next available appointment.

- **Vehicle Key** – Only 1 vehicle key (no bunches) to be left in the vehicle ignition. Customer to wait outside of the premises but in view of their vehicle until the MOT tester approaches the vehicle to remove the key or drive the vehicle into the garage as required.
- **No waiting** - Customer must drop off the vehicle in the designated MOT parking spaces provided and then leave the premises and only return when the vehicle is completed.
- **Vehicle collection** - Customer to ring the garage from the reception phone used on arrival and to discuss the work carried out. The MOT tester will then go to the vehicle and place the key in the ignition. The MOT tester must not be approached and no further discussions can take place. All social distancing rules must be applied. The vehicle is to be collected preferable within 2 hours and definitely the same day. If the customer does not collect within this time then the vehicle will be parked outside our premises on the road and the booking team will need to be contacted for the key. The Council has no responsibility for anything that happens to a customer's vehicle that has been left outside because it has not been collected as stated above.
- If the **customer** answers **yes** to any of the symptoms mentioned then no appointment can be made and on arrival of the **customer** if they answer **yes** to the symptoms then the vehicle will be refused, asked to remove themselves and the vehicle immediately with no re-fund available. Re-booking of the vehicle can be made after a minimum of 14 days as long as the customer has no further symptoms. A full charge will be taken again for this appointment as necessary.
- Customers will be advised to contact Licensing for advice on: **01905 822799** for any alternative testing stations if and when appropriate and if they cannot get an appointment booked within the needed time before their MOT expires.
- If the **vehicle** is presented with any of the items mentioned then again the vehicle will be refused, asked to leave, however can re-book the appointment after 72 hours but will be charged for another appointment accordingly.

## TAXI, PUBLIC MOT AND SAFETY CHECK COVID-19 TELEPHONE SCRIPT

- Any re-tests will have to be booked the same way as above.
- Any accident damaged vehicles for inspections will also have to be booked as above also.
- Customers and vehicles will be refused without prior bookings and asked to leave the premises as we cannot accommodate various people just turning up, causing social gatherings and then hanging around.
- **We have a zero tolerance policy for inappropriate behaviour towards our staff**