



**the rug experts**

rug cleaning | rug restoration  
custom made rugs | rug sales



## The Rug Experts Health Management Response Plan

### We are still Working Hard to be available to help maintain the Health and Sanitisation of our Client's Rugs

More than ever, now is the time to keep surfaces and furnishings as clean and sanitised as possible.

Viruses, dust and dust mites are all harmful to the health and hygiene of families and homes, and we know that managing the health of your rugs and other furnishings goes a long way to help our clients be and stay in the best health possible.

We are here to reassure you that you are our top priority, and we intend to stay open, until further notice, to serve our community.

#### **To ensure the safety of all, we need open communication about the following points:**

1. If you have been overseas in the last 14 days, please advise us before you make an appointment to visit the showroom or we come to collect your rug
2. If you are showing symptoms that are consistent with COVID-19 or been in close contact with someone who has been diagnosed with COVID-19, please advise us and we will reschedule your appointment
3. If you visit our Showroom, please use the hand sanitizer available

#### **How we are Managing our Business for your Health:**

1. Hygiene is our top concern to help curb the spread of any infection. We are regularly disinfecting all high touched areas, using hand sanitiser and gloves, washing hands upon entry and exit of our premises and in between rug wash jobs
2. Our process of cleaning involves using disinfectants and soaps that help kill bacteria and sanitise all surfaces

3. If we are collecting or dropping off your rug to your home, we are following these procedures:
  - a. When we arrive to collect your rug, we will not shake hands or make physical contact with anyone in your home. We ask that you follow CDC recommendations and maintain 1.5 metres between yourself and our technician.  
You are also welcome to leave your rug(s) in the carport / garage for us to collect and we will leave it in the same place (weather permitting) when we drop it off.
  - b. If you would like to drop off and pick up your rug(s) to be cleaned - advise us you are coming, and when you arrive, please enter our car park and simply text us that you have arrived.  
A team member will come out to assist you.
  - c. We will wear disposable gloves if we need to enter your home, and these gloves will be replaced after every appointment.
  - d. We will wash our hands as needed. Each of our vans has hand sanitizer as well.
  - e. Tools used for cleaning are rinsed with water in excess of 200 degrees after every use.
  - f. All paperwork, including invoices and other materials, can be sent in a digital format via email if preferred. Please be sure to provide us with a valid email address.
  
4. If you would like to have a private viewing of our beautiful rugs to purchase - it is essential that you call and make an appointment.  
We are restricting our Showroom viewings to 2 clients at any one time.

If you have any concerns about our processes or have any questions, please contact us immediately on 1800 351 456.

We look forward to serving you soon.

**Ali and Miyase Boge**  
**The Rug Experts Management**  
**April 2020**