



Dear Customer

Lawn Master has now fully reviewed the Government recommendations regarding safe working practices and we are pleased to introduce a 'contactless experience' for the wellbeing of our customers and operatives.

Not all of our offices are able to work at this time. However, the offices that are operating will call to complete your treatments as planned. Please note that your treatment date will remain the same unless you hear from us.

Although Government guidelines require us all to stay two metres away from each other, we have taken this a step further by asking you and your family to stay inside the property for the duration of our visit.

For your safety and ours;

- There will only be one person in our vehicle
- Please ensure that all occupants, including pets, remain inside your property for the duration of our visit
- Our operative cannot go through customers' premises to access the lawns. If that is the case with your property, please let your local office know
- Our operatives will continue to wear gloves and change them before going to each household
- Our vehicles all have hand-washing facilities on-board and our operatives wash or sanitise their hands after visiting each property
- Payment can be made by bank transfer or by cheque in the post (some offices can take card payment over the phone – please check with your local office). If cash is your only means of payment, please let the operative know and you can place it on the doorstep before they leave

However, if you would prefer to postpone your treatment, please let your local office know and they will gladly reschedule it for you.

Thank you for bearing with us while we prioritise the safety of our customer and staff. We've been overwhelmed by the messages of support we've received and we are grateful for your patience. On behalf of the Head Office team and your local operatives, stay well and thank you for choosing Lawn Master.

Best Wishes

Bob Underhill

Managing Director