

Arranging an appointment

We're here to help

At Audley, our sales offices are now open and we're always happy to assist you with your new home search and answer any questions you may have. We understand many people are continuing to self-isolate and are unable to, or feel uncomfortable about, visiting the village in person, so we are offering the option of one- to-one virtual tours with our sales team who can video call you while you're at home.

If you require any assistance video calling, we can talk you through this process and share with you our useful 'how to' guides.

Following your video appointment, if you would like to view a property at the village in person, we are offering individual appointment bookings, while adhering to the current social distancing guidelines.

Appointment process when visiting an Audley Village

We have developed a new set of guidelines which include a fully revised set of working practices and staffing arrangements to ensure we maintain strict social distancing in line with government guidance, and provide additional reassurance and protection for our customers, sales teams and property owners.

- When you arrive at the village you will be requested to sign in, we will ask you some welfare questions and your temperature will be taken. Once this is complete you will be provided with PPE, including a 3ply face mask and gloves that must be worn when touring the village. The sales consultant will also be wearing PPE. This is to ensure the safety of our visitors and property owners.
- The sales team will guide you on a specific route around the village.
- Social distancing must be adhered to at all times during your visit. Following government guidance, you must stay at least 2 metres apart from anyone who is not in your household.
- Visits are limited to a maximum of 2 people at a time.
- Hand sanitiser is available at each appointment and we request this is used on arrival and exit.
- Before leaving your appointment, please ensure you sign out.
- Please do not visit the village if you have any or have been around someone who has had coronavirus symptoms within the last 14 days.

For further information or to book a virtual tour, please call or email the sales team.

www.audleyvillages.co.uk

