

# Welcome Back!



## Aura's Customer Charter

Our number one priority is the health and safety of our customers and employees. We have introduced new measures within our buildings in line with Welsh Government and Public Health Wales advice to maintain a safe environment for everyone. We politely ask that you take the time to read our new Customer Charter.

### What you can do:

- If you are feeling unwell or have any Covid-19 symptoms please refrain from entering our facilities
- Maintain social distancing requirements at all times
- Use hand sanitisation stations upon entrance into the building and throughout the duration of your stay
- Use the antibacterial cleaning products provided to sanitise equipment or surfaces you may come into contact with or ask a member of the Aura team to help
- Book and pay in advance, online or by telephone, to avoid any unnecessary visits
- Only enter our facilities if you are using the services
- Follow any instructions from the Aura team and observe directional signage
- Inform an Aura team member if you have any concerns

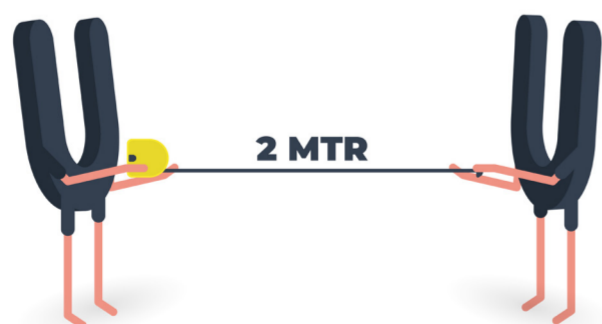


### What we will do to keep you safe:

- Ensure there is clear signage in place
- Clean and disinfect frequently touched objects and surfaces on a regular basis
- Increase our regular cleaning regime and complete regular monitoring and checks
- Provide hand sanitiser and antibacterial cleaning products for surfaces
- Provide employees with appropriate PPE for cleaning and customer interaction (where applicable)
- Plan our programming of activities and events around social distancing measures and the latest industry guidance
- Any loan items will be quarantined upon return for a minimum of 72 hours before being available for reissue
- Provide advice, help and assistance to our customers

**THANK YOU FOR YOUR CONTINUED SUPPORT.**

**IT'S GREAT TO SEE YOU AGAIN!**



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