



Viewing Appointment Procedure

Our office is now open and following the conclusion of our COVID-19 Risk Assessment, we are pleased to begin conducting in-person viewings. To ensure that all appointments are conducted safely and accordance with Government guidelines, we have in place enhanced safety measures and new protocols for our staff and customers. If you are planning on visiting us for a property viewing, we ask that you kindly respect the following viewing procedure:

- Wherever possible, first viewings must be done virtually, which involves viewing a property via a video chat or using a pre-filmed video or virtual tour. Please speak with our team about arranging a virtual viewing, where available, as a preliminary step. In-person viewings will be prioritised for those clients in an immediate proceedable position.
- If you would like to book an in-person viewing, our team will ask you to confirm that neither you, nor anyone in your household, has had or been exposed to COVID-19 or is displaying any of the COVID-19 symptoms (high temperature, new or continuous cough, loss or change in to your sense of smell or taste). We will ask you to re-confirm this just prior to the appointment. Please advise us of any changes and do not attend if you believe that you are presenting with symptoms.
- If a property is currently occupied (vendors, landlords, or tenants) we ask that they sanitise all doors handles and touch points prior to the viewing and on completion of the viewing. To ensure safety, we request that you avoid touching surfaces as much as possible.
- A Bay Team Member will open-up the property and assess the area prior to the appointment to help minimise any touch points.
- A Bay Team Member will be carrying hand sanitizer and will sanitise their hands before entering the property. We ask that viewers bring their own hand sanitiser to be used prior to entering the property.

- We require all viewers wear a face covering. These will not be provided by Bay. Unfortunately, you will not be permitted to view a property without wearing a face covering and using hand sanitiser. This is to protect you, any current occupiers of a property, and our teams and in line with Government guidelines.
- A limit of 2 people (must be from the same household) in addition to the Bay Team Member, will be allowed to view the property. We kindly ask that children are not present at the viewing. If viewers from separate households wish to view, additional appointments would be necessary.
- Social distancing of 2 metres distance is to be observed throughout and the viewer is kindly requested to follow the directions of the agent when moving around the property.
- Viewing times will be restricted to 15 minutes. You must feel free to ask any questions that come to mind during the viewing. However, to make the most of the viewing time, you may wish to ask any questions outside the property.

Thank you for your cooperation and helping to ensure your safety as well as that of our Team Members and clients.