

# SMOOTH PiXeLS

Video On A Different Level

www.smoothpixels.co.uk

Steve@smoothpixels.co.uk

07989 876 415

01458 555 017

## Smooth Pixels Corona Virus Working procedures.

### January 1<sup>st</sup> 2021

The following procedures detail how we intend to conduct Video and Photography whilst at a client's property. These are subject to continual review as Government advice is updated and conditions fluctuate and change. To see our latest procedures please visit the website at the following address for the latest updates/changes to our routines.

<https://www.smoothpixels.co.uk/coronavirussafety>

### Tier 3 and Tier 4 Standard Practices.

Due to the increased infection rate and rapidly increasing cases across the country associated with the newest strain of COVID, it is essential that we adjust our working procedures to afford the highest level of protection to ourselves and to our clients whilst minimising the potential to transmit infection further.

Current information dictates that 1 in 3 people do not even know they have the Virus. For us to meet the highest level of protection possible, it is now our policy to treat every household/client as a potential carrier of COVID and to display an equal and appropriate level of caution associated with that risk.

This approach will remain in place until current Infections and death rates reduce to a manageable level, and the "R" rate is below 1.0

We will ONLY be conducting property photography and videography under the following conditions:

### PPE

#### Client/Household Requirement

- House to be clean, tidy and empty of people upon Smooth Pixels arrival.
- Client to wear a facemask during initial meet and greet. (**No Face Mask = No Service = No Exceptions**)
- Initial meet and greet will be conducted outside of the property whilst observing at least 2 metres of separation.
- The homeowner is to remain outside the property whilst we conduct video or photography.
- All internal doors to be left open by the homeowner.
- All interior lights to be switched on by the homeowner.

#### Smooth Pixels Requirements

- Upon arriving at the property, we will sanitise with antibacterial gel.
- Wear a facemask during initial meet and greet.
- We carry antibacterial wipes and sprays and will wipe down/spray anything that we do have to touch. (door handle or light switches as an example).
- Details will be given on any items that may have been wiped or touched for access, so the homeowner may sanitise the items themselves if they wish too as an extra layer of precaution.
- We will wear masks to help prevent us from spreading any droplets or mists – There will be times that masks need to be lowered or removed to allow for Camera use.
- We will not be wearing gloves inside, as this leads to a false sense of security and may lead to the touching of items that do not require to be touched. Should we need to touch anything, hands will be sanitised with gel, and an antibacterial wipe used after.

# SMOOTH PiXeLS

Video On A Different Level

www.smoothpixels.co.uk

Steve@smoothpixels.co.uk

07989 876 415

01458 555 017

## **Client/Household Preparation**

- House to be presented clean and tidy.
- We will not touch or move any items. (The house must be prepared, by the homeowner)
- Homes that require items or general clutter to be removed from a room must be done before our arrival (if there is a lot of clutter, please choose a room that will not be photographed and place all unsightly items in the one room)
- Small rooms like En-suites may be ignored for video or photographs if they are particularly small.

## **In Conclusion – Safe not Sorry**

We have introduced these new practices so that we may provide our services in the safest manner possible. Because of the higher transmission rates of the new strain of Covid and the amount of people not showing any signs of infection the only way for us to continue to offer our services is by reducing all contact inside properties, and reducing contact outside. Our aim is to leave the smallest footprint inside a property that we possibly can, this is why the emphasis is on the property owner to make sure the property is ready and looks as good as possible for us to photograph or video. Whilst we don't want to spend more time in a property than we have to, please be assured that it doesn't reduce the quality of service that we provide, we are just being extra efficient, streamlined and safe, but without all the pleasantries and the little extras that we like to do whilst we are in this situation.

We will review and amend this policy as the available information changes. We are very aware of differing points of view and opinions with regard to the Virus, The Government and the precautions we need to take. We kindly ask that if our approach does not fit in with your opinions or belief regarding the current situation, to please bear with us whilst we visit or cancel your appointment – It is important we do absolutely everything we can to remove the risk to us, our clients and future clients. Please help us to be Safe not Sorry.

*Appointments cancelled with less than 24 hours' notice will be charged at the full price.*

*Properties that are not ready upon arrival will be photographed as they are – or if we have to wait for de-cluttering to take place you will be charged £40 per hour or part of. If we have to re-visit for a property not being ready both appointments will be charged at the full price of the service.*