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## **Update to Services during Covid-19 Pandemic**

### **Information for Insurance and Private repairs of all vehicles on site and in repair at the start of Lockdown as well as all Vehicles awaiting repair off site and still in use.**

Tavistock Accident Repair has remained open during this Worldwide Pandemic. We are running at minimal staffing levels in order to protect customers and staff members. We are here for urgent repairs, recoveries and courtesy car supply to Key Workers.

We are available for updates and hope that the following information helps Policy holders understand some of the things that we are able to help with but also the things that are out of our control due to the current limitations.

On the most part we are available to chase and get cars Authorised prior to booking in, once we can book vehicles in we need to have all necessary parts on site. Parts have been very limited due to the closing of the majority of suppliers in this area. When the supply chain is back up and running we will be working hard to get all parts on site and booking in of authorised vehicles awaiting repairs. We hope to be contacting you all soon and please do not hesitate to ring us so we can help on an individual basis with any queries or concerns. Please let us know if Priority is needed.

If cars are not road legal or drivable, please contact us to arrange collection and a courtesy car if applicable.

Cars on site at the start of the lockdown are prioritised and as soon as parts are available we will be completing repairs as soon as we can. Policy holders will be contacted as soon as cars are near completion. We will endeavour to keep you updated and soon hope to have supply chains opening. If you are having problems with the extended duration or aren't already in a courtesy car please contact us for an update or request priority certainly if you are a key worker at this time.

**We hope you all remain well and hope to speak to you all individually soon.  
Please don't hesitate to contact us for assistance,  
best wishes Tavistock Accident Repair Limited**