# TEMPLATE FOR CUSTOMERS TRAVELLING TO YOUR WORKSHOP

*“Can my customers travel outside of the 5 km radius for vehicle service and critical maintenance?”*

*“Under the current Stage 4 restrictions motor vehicle repair, servicing, towing and critical maintenance has been permitted to continue business. But what if my customer lives more than 5 km away?”*

DHHS’s advice is that we should all to stay as close to home, however there is an acknowledgement that, for some people the nearest goods and services will be more than 5 km away. In this situation, your customers can travel further than 5kms to attend your workshop.  We understand that some customers are likely to be confused about their ability to travel to your workshop.  Our advice is to inform customers that vehicle repair and critical maintenance is a permitted industry and to advise customers of your COVID appropriate practices prior to the appointment, such as contactless key exchange and payment, no reception access, social distancing, and sanitising of vehicles.

You may also wish to give your customers additional piece of mind should they be stopped on their way to bringing the car to you. **We have provided a template** (page 2) **to be filled out by workshops and supplied to the customer on booking of appointments**. The form is designed to be simple enough to show any enforcement agency why the car owner is outside the 5 km radius and to reinforce that you are operating in a permitted industry.

If your customers have any trouble please ask them to call you, and please also advise us at AAAA head office ([advocacy@aaaa.com.au](mailto:advocacy@aaaa.com.au)) if this occurs. We are in constant communication with Government throughout this lockdown and need to be made aware of difficulties for workshops and customers.

Kind regards

***Stuart Charity***

Chief Executive Officer

Australian Automotive Aftermarket Association

[Insert Company logo]

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| Travelling to Access Essential Services | |
| Business Name |  |
| Business Address |  |
| Permitted Industry/Activity | **Sector**  ***Transport, postal and warehousing***  **Permitted Work Premises**  ***“Vehicle repairs and critical maintenance including disinfection”***  ***As per*** [*https://www.dhhs.vic.gov.au/permitted-work-premises-purposes-restricted-activity-directions-restricted-areas-no-6-pdf*](https://www.dhhs.vic.gov.au/permitted-work-premises-purposes-restricted-activity-directions-restricted-areas-no-6-pdf) |
| Customer Name |  |
| Customer Appointment Details | Time:  Date: |



\_\_\_\_\_[sign]\_\_\_\_\_\_\_\_\_\_\_\_ [Date]

[Manager/ Director Name]

[Position]