



In response to the latest developments with the outbreak of COVID-19, we at Dooley Motors want to reassure you, our customers that we are taking the threat of the impact posed very seriously. Our priority is always the safety and well-being of our employees and our customers and we are doing everything we can to keep our staff, our customers, subcontractors and suppliers safe, while at the same time trying to prioritise customer needs as much as possible.

We wanted to take this opportunity to update you on the status today.

Level of Service

So far as is possible in these challenging times, we are seeking to maintain a level of service to you, our customers who are from every walk of life – many are doctors, nurses and other healthcare staff, retail owners and staff members, supply chain haulers' and drivers. We are prioritizing our bookings for frontline staff that are providing medical and emergency services support to the most vulnerable in our society. While these people and others need to be mobile, we would like to reassure you, that we will do all that we can to keep them and you on the road.

Whilst we are delighted to see customers, we would urge you to carry out as much as is possible of your queries online. If you wish to make a service booking, for now or for any point in the future, please use www.dooleymotors.com where you can make your booking, along with contacting us by phone for any special requests such as collection and delivery from your home or work.

If you do wish to visit the dealership, please use the sanitization liquid / gloves provided and assure you we are observing strict social distancing guidelines of 2 metres, to help reduce the risk of spreading the virus.

At our service desks we ask you to understand we will be checking in one person at a time and we would ask you to refrain from bringing children on site.

Our telephone lines and email communications remain open and any customer queries and will be managed and dealt with in an efficient and professional manner.

Cleanliness & Hygiene at our Dealership

We have enhanced processes to reduce the risk of passing on infection with increased cleaning programmes, especially for those areas touched regularly by team members or customers. As part of our normal servicing procedures we will be wiping down the surfaces of the vehicle and our technicians wear disposable gloves along with using disposable seat covers while completing service and repairs on all vehicles- and will dispose of these after they finish with each vehicle.

This process will also be used for all vehicle deliveries and customer collections, and for demonstrator and loan vehicles before and after they are used.

We recognize that this is an extremely difficult & anxious time for everybody - you, your families, businesses & the wider community.

The Dooley family, senior management and the entire team truly appreciate your continued business and support, we promise that while we can, to continue caring and strive to give you the best service possible across all departments.

As this emergency situation evolves, we may have no choice but to fully or partially close our showrooms or limit some services, but rest assured we will remain contactable by telephone and email as well as through our websites and social media channels.

We will continue to assist you, your family and all businesses with your motoring needs as much as is possible under these circumstances.

We will continue to monitor the situation closely & follow the advice from the HSE, WHO and Government Departments.

Kind Regards,

Rowena Dooley

Dooley Motors

Carlow