

SOCIALLY DISTANCED TRADING GUIDANCE

‘CLICK AND COLLECT’— NO CUSTOMER ENTRY TO SHOP



How to conduct firearms and ammunition sales during pandemic restrictions

The Essentials

- Non-essential retail are allowed to be open to provide deliveries and click and collect
- Customers are allowed to travel to such outlets to pick up goods—But not enter premises.
- Normal firearms sales procedure remains in place—sale in person (identity checked), licence completion, transaction notification, all at the RFD address
- **Hands, face, space** measures at all times
- Customers do not enter premises
- Hand washing and wipe down after every transaction

The Concept

In order to allow trading to take place RFDs must operate under COVID-Secure restrictions. All normal firearms transactions procedures need to be conducted as well as limiting staff and customer exposure to viral threat. This guidance seeks to provide an operating model that reduces that threat as low as possible. This guidance will be shared with your licensing departments. If you have any local issues, please conform with that advice and contact the GTA for further guidance.

Procedure A — customer brings certificate

1. Customer phones / emails ahead to place order
2. Deposit taken (if total more than £45) You cannot take full payment until certificate seen.
3. Specific appointment made for ‘Click and Collect’
4. Customer attends appointment, submits paperwork through door with contactless card to pay outstanding amount.
5. RFD checks paperwork and identity, takes payment, completes certificate, hands-over goods.
6. Wash hands, disinfect work surfaces
7. Complete notification



Procedure B—customer sends in certificate

1. Customer orders item by phone/online (deposit as above if req)
2. Customer sends in certificate.
3. Full payment taken, certificate completed as nec.
4. Customer collects gun/ ammunition and certificate by appointment when identity checked.

Further advice can be obtained from the GTA on the website www.gtald.co.uk, by phone: 01684 291868 / 07788 581828

by email simon@gtald.co.uk