

Dear Thrifty customer,

With Coronavirus dominating the news, and having an impact on customers and businesses alike, I wanted to reach out to provide assurance that we are vigilantly implementing enhanced processes to ensure your safety and to minimise any impact on our services to you.

We are closely monitoring the guidance of Public Health England (PHE) regarding the spread of the virus and public guidance with a focus to protect both our customers and staff in this challenging situation.

Here's what we're doing.

We've already enhanced vehicle cleaning techniques after each rental. In particular we are paying special attention to the places people frequently touch such as steering wheels, door handles, infotainment systems/sat nav and other hard surfaces which are cleaned using a specialist solution

Face level protection screens have been fitted to our branch counters

All Delivery Drivers and Vehicle Cleaners will wear gloves at all times

In addition, we are taking steps to ensure the welfare of our employees. This includes instructing employees who feel ill to stay home as per PHE guidelines. All employees will remain vigilant about frequent hand washing in line with PHE hygiene

I hope this provides you with the reassurance that your rental experience remains unchanged, safe and secure.

During this challenging time many people are choosing different ways to travel. If you need a rental vehicle we are here for you. Your safety is our highest priority and we truly appreciate the trust that you place in our team and our company.

26/05/2020