

## Staying safe while we stay open

An update from  
Graham Stapleton,  
CEO of Halfords

Dear Customer

As England enters a new national lockdown I wanted to write to you to explain how we will be keeping our customers and colleagues safe during the coming months as we continue to support those of us making essential journeys.

As with the previous lockdown, garages and bicycle shops are classed as essential, so our stores, garages and mobile vans will remain open.

That means you can continue to browse in our shops and visit our garages, which are operating with rigorous safety measures in place in accordance with the current government guidelines.

Halfords is trusted by millions of customers every year to play a critical role in keeping vehicles on the road and safe to drive. Although we may be making fewer journeys right now, the journeys we do make matter more than ever; getting children to school, volunteers to the pharmacy, and health professionals and teachers to work.

We're here to keep cars and bikes on the road and roadworthy, which as the weather turns colder, becomes even more important.

## A safe shopping environment



The safety of our customers and colleagues continues to be our top priority and since March, we have been working to adapt our stores and garages, by putting in place important additional measures:

- Limiting customer numbers indoors
- Queue marshalling
- A vehicle interior sanitisation process for in car fitting jobs – find out more [here](#).
- Notices and markings for social distancing
- Cleaning stations
- Hygiene screens and colleague PPE

These measures mean we are well prepared to ensure everyone can continue to shop with confidence.

## Ways to shop with us

Despite the lockdown, there are a number of ways in which you can continue to shop at our stores and garages, and if you can't come to us, we can come to you.

### Open and convenient

- All of our retail stores are open from 8am - 8pm
- We have over 100 mobile expert vans that will come to you, for contactless fitting on your driveway
- Halfords.com open 24/7

### Delivery

- Free Next Day delivery on items over £40 (excluding bulky items)
- Delivery of your gift directly to recipient

### Making it even easier to shop with us

- Free Click and Collect and a Fast Track service
- Bookable bike collection slots
- Contactless car drop off for garages
- Extended 90 day returns
- Interest free credit

**SPREAD *the cost***

**HALFORDS FLEXIBLE FINANCE**  
**from £99**  
Pay over 3 to 48 months\*

## Motoring

As we head into winter, cars are more vulnerable with batteries more likely to lose charge, low anti-freeze levels damaging engines, worn tyres skid more easily and washer bottles can freeze, so it is especially important that your car is well maintained and prepared for the cold.

We offer a **10 Point Winter Car Health Check** to help with this, taking 30 minutes, it covers items such as: tyre tread depth, battery check and headlights. You can get more information [here](#).

If your vehicle is due its **MOT** during the lockdown period you'll currently need to get it done. We believe that the MOT test remains the best way to ensure roadworthiness so if yours is due, book in at one of our garages [here](#).

During the first lockdown we continued to see strong demand for our motoring services, and to ensure customer and colleague safety we have introduced a contactless **Drive in Fit and Repair Service in our stores**.

Find out more [here](#).

**FIND OUT MORE**

## Cycling

Amid the challenging news this year, one bright spot has been the renaissance of cycling. Millions of people have re-discovered the joy of two-wheel travel, whether for leisure, for fitness, or for work - and we've been working round the clock to meet demand

The good news is we have plenty of stock, including kids' bikes and e-bikes, and our expert colleagues are on hand to provide all the cycling advice, products and services you need particularly safety accessories such as **helmets, lights, reflectors and hi-vis clothing**.

To book a bike collection slot, or to book your bike in for a **check, repair, or service**, [click here](#).

**BOOK A BIKE COLLECTION, SERVICE OR REPAIR**

## Christmas

As we approach Christmas, we have many gifting options available for cycling and motoring enthusiasts alike, including:

- 20% Off a Range of Kids Bikes & Scooters
- 20% Off a Range of Car Cleaning Gift Kits
- 20% Off a Range of Halfords Advanced Socket Sets
- 25% Off Nextbase 322GW Dash Cam Bundle
- 10% Off a Range of Car Audio
- 20% Off a Range of Metal Storage

In addition, we offer Christmas shoppers a range of services to make gift hunting a more convenient and stress-free experience including:

- Halfords gift cards for stores and garages
- Delivery of gifts directly to recipient
- Built kids bikes delivered to your home

**WE BUILD & DELIVER KIDS' BIKES TO HOME FOR £15\*\*\***

**BIKE Build**

## Supporting colleagues and key workers

I am really proud of my colleagues and how they have adapted so quickly in these incredibly difficult times.

We have launched over **£4m of initiatives to support our colleagues**, all of whom have worked tirelessly to help keep the country moving including a **Family Support Fund** and a **colleague wellbeing portal** with helpful advice.

We also helped more than **40,000 NHS workers** with **free car and bike checks** in the last lockdown and I'm pleased to say we will be repeating this offer.

In addition, to recognise the important role of teachers as key workers, we will be extending our support to teachers too.

We have been serving our loyal customers for 128 years. Now, more than ever, you can rely on Halfords to keep you moving.

I wish you all a safe journey through these troubled times.

Best wishes,

Graham

Graham Stapleton

CEO