# Product for Life Stores re-opening

## FAQS

### When are the Products for Life Stores reopening?

Our stores are open from 10 May 2021

* + - * **London**: 9.30am to 4pm Monday to Friday
      * **Belfast** and **Edinburgh**: 9.30am to 4pm Tuesday and Thursday only

### Has anything changed in the stores?

**London** – Our Judd Street store has recently been refurbished and moved closer to the building entrance.

Whilst the floor space for the store has decreased, our new layout and furniture provides an improved display space. There are still around 150 products available to see and browse. Payments will now be taken at the reception desk and our staff will take your chosen item over to where you will be able to make your purchase.

**Edinburgh** and **Belfast** – Our stores at these locations remain the same.

### Will there be changes to how I shop with you?

Yes, to make shopping with us easier and more streamlined, the main changes are:

1. All three stores will open on an **appointment only** basis. Appointments will have to be booked – the booking system is in place and can be used via [rnib.org.uk/stores](http://www.rnib.org.uk/stores) or by contacting the RNIB Helpline to assist in making the appointment. Each appointment slot is 30 minutes. When you arrive you will need to report to reception before entering the store.
2. Assisted ordering – we’ll help you choose your products and offer advice or guide you with demonstrations. Due to the current restrictions we will ask you to limit any unaided browsing or walk-ins. Our staff can also help you with ordering any items using in-store, or via the phone to a helpline advisor.

### Can I just drop by and take a look?

We appreciate that you will be keen to get back in person, but please make an appointment so that we can schedule time to help you with your queries and reduce any waiting times. This will also allow us to ensure that social distancing rules can still be followed.

### How do I make an appointment?

Appointments can be made online at [rnib.org.uk/stores](http://www.rnib.org.uk/stores) or by contacting the RNIB Helpline on 0303 123 999 to book your slot over the phone. While we have up to 100 of the most popular and new items products on display, we cannot guarantee we’ll have the product you wish to see in-store.

Please do not arrive more than five mins early for your appointment as our waiting area is limited to only two socially distanced seats.

### Can I still make a telephone appointment?

Yes, you can still speak with Product Coordinator over the phone (or via a web call) if you prefer, or if you are not in easy travel distance from one of our three UK stores and we’ll be happy to help.

### Will the premises be Covid safe?

We want to keep our customers and staff safe during these times and so will follow the latest Government safety measures, this includes:

* Hand sanitiser will be available as you enter and we’ll ask that you to sanitise your hands on arrival.
* Our reception staff will be wearing masks.
* You will have your temperature taken and will be refused entry if symptoms appear to be present.
* A [NHS QR code poster](https://www.gov.uk/create-coronavirus-qr-poster) will be on display if you want to register that you have been on the premises.
* The online booking system will ask for your name and contact details, ready for us to provide to our Reception team for Test and Trace purposes. Reception may ask you to confirm your details. We will only keep your information for 21 days for this use only.
* If, after visiting the building you develop any Covid-19 symptoms; let us know as soon as possible so that we can help notify any other staff you may have had contact with and the Local Health Protection Teams.

Please do not attend your appointment if you are displaying any symptoms or have been in contact with someone who has tested positive in the last 10 days. Let us know asap and we’ll be happy to reschedule.

### Do I have to wear a mask?

Yes, we will ask you to please wear a mask as you enter the premises unless you are exempt. We will be following Government guidelines on safety measures. This will apply to our staff too.

### Do you do click and collect?

We are currently unable to offer that service but in the future we hope to be able to have a click-and-collect option from either the store or other local society.