

R O S E O P T I C I A N S

Dear Valued Customer,

Given the scale and impact that Coronavirus (COVID-19) has had on our daily lives, as well as the new advice and regulations issued by the government, I wanted to personally take this opportunity to provide some clarity around the service Rose Opticians, will provide to support you and your families.

We appreciate you may have many questions at this time and we hope that this information will provide some comfort.

Firstly, the health, safety and wellbeing of our colleagues, customers, their families and our communities are our highest priority. We are constantly monitoring the situation and will make changes to the way in which we operate as and when required.

Supporting you

Rose Opticians will remain open for essential and urgent eye care needs.

Please be assured we continue to work with Public Health England, the N.H.S and a wide range of partners, including the General Optical Council and the Association of Optometrists to ensure we're doing everything we can, in line with the government advice.

We are supporting the nation's efforts to stop the spread of coronavirus, while focusing our resources on running the most critical services that you, our valued clients rely on. We know that your eye care needs, often, can not wait.

Accordingly, we can:

- **Provide appointments at short notice, including emergencies over the telephone, via video consultation and if necessary in person.**
- **Supply spectacles remotely, to both our private and NHS eligible customers.**
- **Continue to provide regular contact lens shipments to our direct debit customers, this service will not be interrupted.**
- **Supply emergency contact lenses on the same day.**

More importantly, **if you are worried about your eyes, please call us.** We are available over the telephone on **0800 979 0939** and by email to info@roseopticians.com

Finally, as you will be only too aware, this is a rapidly changing situation. We'll continue to follow Government advice as it develops, and will let you know if we make any changes.

Once again, thank you for your support and understanding during this difficult time. From Rose Opticians, we would like to wish you and your families well.

Take good care,

Simon Rose Msc, Bsc (Hons), MCOptom

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The kindness, love and support we show each other will get us through this together.