



PENTANET

Perth Powered Internet

SITE VISITATION POLICY

In light of the COVID-19 health guidelines, all Pentanet home and office visitation appointments will now follow a strict sanitation protocol until further notice. These regulations are for the protection of our hard-working team, their families, and you - our valued customers.

We thank you in advance for your understanding.

IMPORTANT!

If you or anyone in your household has returned from overseas in the last 14 days, has come into contact with anyone with COVID-19, is awaiting COVID-19 test results, is displaying cold/flu like symptoms, or is in isolation for any other reason, you are required to cancel your appointment. Failure to do so will see you reported to the relevant authorities. Pentanet reserves the right to abandon any appointment should our team feel unsafe or at risk in any situation.

ON ARRIVAL

Our team is equipped with personal and surface sanitation equipment. We will provide our own sanitiser and/or antibacterial soap to wash regularly, and reserve the right to clean all surfaces we will come in contact with.

SOCIAL DISTANCING

Please do not attempt to shake hands with our team at this time. We require everyone within your premises to wear a mask and remain in isolation whilst we work inside.

You may nominate one person to be present while we undertake our duties. They must be in good health, wear a mask, and maintain a safe distance of 2 metres at all times.

PROTECTIVE WEAR

We will supply appropriate Personal Protective Equipment for our team. If you require further protection, ie. face mask and/or gloves, these must be provided by you in sealed packaging. We reserve the right to decline these items if they do not adhere to our requirements.

Please make your handwashing facilities available to our team if required. We will provide our own soap and hand towels.

ON DEPARTURE

At your request, we will clean down all surfaces with commercial-grade sanitation equipment. If you would prefer this not to occur, we highly recommend you disinfect all surfaces immediately.