



Young Living Africa Experience Centre ~ Visitor Protocol ~

We are pleased to inform you that as of 8 March 2021, our Experience Centre will once again be open to members and Young Living Africa visitors.

Opening of the Young Living Experience Center

Please take note of the following safety protocols to ensure the safety of both our valued members and staff:

- A maximum of 5 people will be allowed in the Experience Centre at any time.
- Members can collect a maximum of 10 orders per a visit.
- Operating hours are 09h30 to 17h30 from Monday to Friday, and 9h00 to 13h00 on Saturdays.
- We urge members to limit the time spent in the experience center to **30 minutes per visit to process or collect and check all orders.** – this limit is due to the limit of people allowed in the Experience Centre at a time as well as ensuring that every member gets a chance to collect their orders.
- Members that would like to bring prospects to the Experience Center can **book an hour slot on the Booksy app** to ensure we cater for this as well.

5 March 2021



- If members want their orders to be pre-packed, please use the Booksy App to book an appointment for collection from the Experience Centre.
- If members are sending a spouse, relative, friend or driver to collect orders, we asked that members please make use of the Booksy App to book the collection and add the name of the person collecting.
- “Curb-side” collections will be kept open for members who would like to still make use of this service. – The Curbside collection process will remain the same - Book an appointment via Booksy, call the dedicated collection line 060 506 6235 when you arrive in the parking area.
- Please note that ER Orders do not automatically process for Experience Center – These orders need to be processed upon collection.
- Training/Meeting rooms will remain closed until further notice.
- Please ensure that you wear your mask and abide by all Covid-19 Protocols during the entire time you are present within the Experience Center.
- For the safety of our members and staff, no samples will be allowed on display. Members can ask to sample a product and will be provided with a sample card of the product to experience take with them.

Yours sincerely,

**Management,
Young Living Africa**