



FRIENDLY, APPROACHABLE
AND ALWAYS PROFESSIONAL

Coronavirus – advice to clients

With the continued spread of coronavirus keeping our staff and clients safe is our top priority.

In the light of the latest government guidance we have, like other organisations made some adjustments to our working practices. As a result of those adjustments we have therefore decided to close our offices.

We appreciate that this will cause some disquiet but we will still offer our full range of legal services during our normal office hours.

Our legal advisers will still be available for you – it is just that they are now working remotely rather than in an office so you can still contact them by phone or by e mail. As far as possible it will be business as usual.

By way of what we hope will be of some reassurance we have set out answers to some commonly raised questions.

Will I be allowed in if I come to your office?

Please do not visit. Our offices are closed.

What if I need to see the person dealing with my matter urgently?

Just ring our main office number (01553 692737 for King Street/01553 692233 for New Conduit Street) or directly e mail the legal adviser dealing in question.

We will always make sure someone is available to speak to you.

How will I be able to discuss my case with you if I cannot come into the office?

Our normal method of contact will be phone or by e mail but we will also look at alternative arrangements where appropriate such as Skype, Facetime or TeamViewer.

Will this impact on my case?

No it will not - arrangements have been put in place to avoid any disruption. If you have any concerns please speak to your legal adviser.

If for any reason they are not available we will make arrangements for another adviser to speak to you.

What if I need to post something?

Whilst our offices are shut please avoid posting if you can. If you need to send something to us which cannot be e mailed just phone or e mail and we can look at alternative arrangements.

What if the person dealing with my matter falls ill?

If any members of our team who are absent from work for a reason connected to the coronavirus (to include pre-cautionary self-isolation) arrangements will be made for their caseload to be dealt with and you will be notified accordingly. We will do all we can to reduce any disruption this may cause.

I have a Court case – will the Courts still be open?

If you have a Court case we will notify you separately of the arrangements that have been made.