



FRIENDLY, APPROACHABLE  
AND ALWAYS PROFESSIONAL

## Coronavirus – advice to clients – visiting our offices

During the coronavirus pandemic keeping both our staff and clients safe has been our top priority.

We have been continually reviewing our working practices in the light of the latest government guidance.

Until recently both our offices were closed to our clients - that was to protect our clients and our staff.

During this time our legal advisers have remained contactable with meetings taking place remotely – as far as possible it has been business as usual.

We have now put arrangements in place to see clients at our offices but **only** by prior appointment and only if a face to face meeting is necessary so, there must be a good reason to do this.

### ***How do I make an appointment?***

Please telephone on 01553 692737 or 01553 692233 and speak to a member of our reception team. Alternatively directly contact the legal adviser dealing with your case.

We will discuss with you whether an appointment at one of our offices is necessary and if it is, we will agree a time with you and tell you what you can expect when you arrive.

If you or any members of your household have symptoms of Covid-19 please do not make an appointment – you will be asked about this when you make your appointment and when you visit our offices – please do not take offence.

### ***What if I come to your offices without an appointment?***

Please do not visit without a prior appointment. You will not be admitted. Again please do not take offence. This is a measure designed to protect you and our staff.

### ***What if I come to your offices to make an appointment?***

Again please do not visit. You will not be admitted. If you need to make an appointment please follow the steps above (heading – *How do I make an appointment?*).

***What if I need to see my solicitor urgently?***

Just ring one of our two main office numbers or e mail the legal adviser dealing with your case. We will always make sure someone is available to speak to you. It will not impact on your case – we will make sure of that.

***Do I need to wear a face covering when for my appointment?***

Yes, unless you fall within one of the exempted categories you will be asked to wear a face covering when you come to our offices – for more information on exemptions click on the link below:

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own#exemptions>

If you do fall within one of the exempted categories please let us know when you make your appointment.

If for any reason you forget a face covering when you arrive don't worry – a single use face covering will be made available for you to wear.

***What can I expect when I come to your offices?***

Please come to the front door at the office you have been asked to attend at the time fixed for your appointment. We will then meet you and let you in.

If you are early you may be asked to wait outside – because of measures taken as a result of Covid-19 there are no waiting rooms available.

If you are late you may not be admitted.

When you come into our office (and when you leave) you will be asked to apply hand sanitiser which we will provide.

You will be seen in a room which is Covid-19 secure and social distancing arrangements will be put in place.

***Will the person I see be wearing a face covering?***

Yes, you should normally expect that they will – it is for your protection – please do not take offence.