



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.

We have, like other organisations, continually made adjustments to our working practices to take into account the most up to date government guidance.

Due to the latest set of restrictions (which can be found by clicking on the link below) then save in exceptional cases it will not be possible to attend our offices - we apologise for any inconvenience this causes.

<https://www.gov.uk/guidance/national-lockdown-stay-at-home?priority-taxon=774cee22-d896-44c1-a611-e3109cce8eae>

Neither of our offices are open to the public and that is likely to remain the position until at least March.

Our legal advisers will of course (as they have been throughout the pandemic) still be available during normal office hours - although in the main they will be working remotely you will still be able to contact them by phone or by email. As far as possible therefore 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 unless you have a specific appointment. Our doors are closed and you will not be able to gain entry.

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

There is no change. Just ring our main office number (01553 692737 for King Street/01553 692233 for New Conduit Street) or directly e mail the legal adviser who is dealing with your matter.

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

How do I know if I fall within one of the exceptional cases which means I can be seen in the office?

Please contact the legal adviser dealing with your case.

If it is felt that you are an exceptional case so a virtual meeting is not appropriate then they will make an appointment for you and advise you as to the health and safety measures in place that you

must observe (to include the use of hand sanitiser and the wearing of a face covering) and how you will be let in.

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 email but, if it is felt appropriate then, we will look at alternative arrangements such as Zoom, Skype, Facetime or TeamViewer. Again this is something that your legal adviser will discuss with you.

Will the fact that I cannot come in to see you impact on my matter?

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 hand over documents urgently/post something?

Whilst our office doors are closed all post is monitored on a daily basis.

What we would suggest is that if you do need to send something to us which cannot be emailed contact your legal adviser first.

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 then, the answer is yes, the Courts are still open although in the main they are being conducted remotely and, we will notify you of the arrangements that have been made in your case.