



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.

Our legal advisers have remained contactable during normal office hours with client meetings taking place remotely or over the phone so, as far as possible, it has been business as usual.

We have been continually reviewing our working practices in the light of the latest government guidance which can be found by clicking on the following link:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

As a result we have made some recent adjustments to those practices.

The front door to our New Conduit Street office will now be open but, you will not be allowed into the office without a prior appointment (see below).

The front door to our King Street office remains closed although as with New Conduit Street you will be admitted if you have a prior appointment.

When it comes to making appointments at either office please note that in the light of the latest government guidance that they will **only** be booked if it is felt there is a **good reason** to do so – the starting point is that any meeting will be held remotely or we will speak to you over the phone.

### ***How do I make an appointment at your offices?***

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 and how it is that you will gain entry for example a telephone number to ring to let the person you are seeing know that you have arrived.

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 – face coverings are mandatory unless you have an exemption for health, age or equality reasons. If you do have an exemption please let us know when you make your appointment.

***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 so, if for any reason that is likely to be the case please let the legal adviser due to see you know.

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

If you do not have a face covering (and do not have an exemption) we will provide you with one.

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

If when you are in the meeting room you wish to remove your face covering then please discuss your request with the legal adviser who is seeing you. Their decision will be final.

When you leave the meeting room you will be expected to wear a face covering until you leave the office.

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

Yes but in the meeting room they may ask if you agree to them removing it. Only if you agree and social distancing measures are observed at all times will they then do so.