



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.

Our New Conduit Street office is now open to the general public although if you wish to see a legal adviser please telephone before you visit to make a prior appointment.

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

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 agree a time with you and tell you what you can expect when you arrive by way of our Covid-19 measures.

In the case of an appointment at our King Street office we will advise you as the arrangements for you to gain entry for example by providing you with a telephone number to ring to let the person you are seeing know you have arrived.

If you or any members of your household have symptoms of Covid-19 (so, a high temperature, a new continuous cough, or a loss or change to sense of smell or taste) please do not attend our offices – you may be asked about this when you make your appointment and when you arrive – please do not take offence. If you do have to cancel an appointment for this reason or if you have to self-isolate please let us know and we will make alternative arrangements to speak to you.

What if I come to your offices to see my legal adviser without an appointment?

In the case of our New Conduit Street office please telephone before you attend and ask to speak to your legal adviser or a member of our reception team. If you attend unannounced and without a

prior appointment then, you may not be able to see your legal adviser in which case you will have had a wasted journey.

In the case of our King Street office please do not visit without a prior appointment – you will not be admitted. This is a measure designed to protect you and our staff.

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

If you need to make an appointment rather than attend either office in person 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?

No - face coverings are no longer mandatory – it is your personal choice as to whether you wear one. If you do not have one with you when you arrive but wish to wear one please let us know and we will provide a face covering.

What can I expect when I come to your offices?

In the case of our New Conduit Street office please report to reception.

In the case of our King Street office please come to the front door at the time of your appointment. We will then meet you and let you in. If you are early, you may be asked to wait outside – there are no waiting rooms presently in use at this office.

At both offices you will find an NHS QR code poster – please check in.

You will be asked to apply hand sanitiser when you arrive (and when you leave) which we will provide.

You will be seen in a room which is Covid-19 secure.

Will the person I see be wearing a face covering?

That is a personal choice for our staff – if the legal adviser you are due to see intends to wear a face covering you will be told beforehand – please respect their decision.