

Business as usual - visiting our offices during the COVID-19 outbreak

We want to re-assure you that we are operating business as usual, as far as possible, and we are here to support you, whilst following Government advice.

Our focus is on maintaining our usual high standards of service whilst ensuring that the health and wellbeing of our clients and staff remains our priority.

Where possible we are encouraging our clients and contacts to have online meetings with us via any communication method which is suitable.

Other than not always being able to meet face to face, all of our clients will continue to receive the best quality legal service in a timely fashion.

If you do need to visit our offices, please read the following guidance.

IMPORTANT - Please do not visit our offices, even if invited, if you are showing any symptoms of COVID-19 (high temperature, persistent cough, or loss of taste and smell).

Visits by prior appointment only

Some of our staff are working remotely and most matters can be dealt with via telephone, video call or email. Where a face to face meeting is required, it will be by appointment only.

Please try not visit our offices unless you have a pre-arranged appointment.

When arriving at the offices

During office hours the main doors may be closed. If so, on arrival ring the bell at the entrance to Hinton House and wait to be invited in.

Please be aware that we will be asking all clients to use the hand sanitiser provided, upon arrival, and there will be no physical contact, such as a handshake.

Please try to arrive on time

Please ensure you arrive at the scheduled time for your appointment. If you arrive early we will try to accommodate you but you may be asked to wait outside until the agreed time.

We will endeavour to keep any meeting as short as possible and would encourage you to try to do the same.

Agree who is attending the meeting

Please ensure that when you arrange the appointment that you agree who will be attending with you, to ensure that we can accommodate them.

We may not be able to accommodate additional attendees, without prior notice, and they may be asked to wait outside.

Social distancing and wearing a mask

Please respect social distancing at all times by staying 2m away from anyone in the office.

In-line with developing Government advice we would ask that you to wear a mask during your visit.

Taking notes and signing documents

Please bring your own pen to the meeting in case you need to take notes or sign documents. We can provide pens but please take them home with you following the meeting.

Further Guidance

If you are unsure of any of the above, or have any questions, please don't hesitate to call us on 01202 292 424. We will be more than happy to help.

We thank you for your co-operation and look forward to being of service to you.

For further information our 'COVID-secure' work place Risk Assessment can be found on our website:-

<https://www.prestonredman.co.uk/cms/document/covid-19-workplace-risk-assessment---published-v4.pdf>