

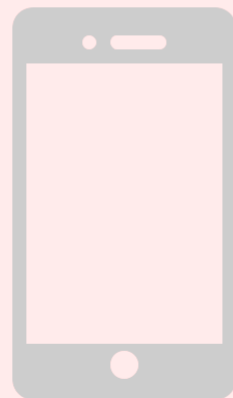


Our offices are open for pre-booked appointments only. This can be to drop off papers/ID, for essential document signing and for essential meetings that cannot be done via telephone conference calls or online.

How we are keeping our staff and clients safe:

Remote meetings

Our first choice remains to assist you remotely where possible. We can complete most matters remotely and therefore if you do not need to visit our office then we would ask that you stay at home and contact us via telephone or email. ID checks can be carried out by video call.



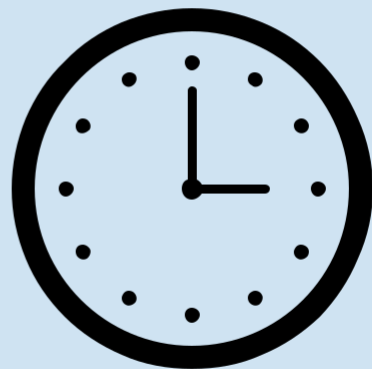
Office meetings

If clients need to bring in ID documents, they do not need to come into the office. They can be met at our back entrance, hand over original documents for copying which are then handed back. If we agree that a face-to-face meeting needs to take place, a maximum of 2 individuals per meeting is accepted. The meeting will take place in the Oak Room.



Staggered meetings

Each Oak Room meeting will last for a maximum of 30 minutes. All meetings will be at least 30 minutes apart. Before and after each meeting the table and chairs will be sanitised.



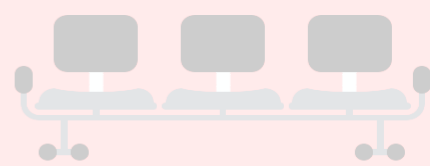
Masks, gloves and antibacterial gel

Clients and members of staff will be expected to wear masks and gloves throughout the meeting. We can supply these and antibacterial gel if necessary. Clients will remain behind a Perspex screen throughout the meeting.



Designated client direct access

We have created designated client direct access into the Oak Room through the French window. With staggered timing for meetings there will be no overlap with other clients attending meetings.



Document drop-offs

The drop-off point is the front entrance. Any essential documents can be left on the mat inside the porch. Once reception has been informed by intercom, they will be retrieved immediately.



How to book an appointment or contact us:

If you would like to get in touch with us or book an appointment then you can do so by calling 01296 487361. But please remember that **face-to-face appointments are only available when we agree a remote meeting is not a viable alternative.**

Our priority remains the health and safety of our staff and clients.