

## **COVID-19**

### **Client Advice For The Conduct of Meetings**

When booking an appointment for an Office/Home meeting;

- Make it known if you are in the shielding/vulnerable category.
- Do not book a meeting should you or a member of your household be displaying any signs of Coronavirus (COVID –19) however mild.

On the day of the meeting;

- Should you or a member of your household be displaying any signs of Coronavirus (COVID –19) you should make arrangements to reschedule the appointment.

Our representative will;

- Discuss practicalities with you in advance to confirm how the meeting will be carried out.
- Cancel the appointment should they or a member of their household be displaying any signs of Coronavirus (COVID-19).
- Bring and wear PPE as appropriate.
- If visiting our offices screens will be used to protect both parties.
- Ask you to confirm no symptoms.
- Follow government guidance on hand hygiene and social distancing.

Clients are asked to;

- Maintain social distancing during the meeting.
- Follow all instructions given by our staff.
- Please do not be offended that we do not offer you or accept from you a tea or coffee.
- Please also do not take offence that we will not be shaking hands.

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