

A photograph of three people in an office setting. A woman with long blonde hair is on the left, a woman with dark hair in an orange top is in the middle, and a man in a light grey shirt is on the right. They are all looking towards the right side of the frame.

**KEEPING YOU
SAFE WHEN
VISITING OUR
OFFICES.**

Richard Reed Solicitors continue to observe and adhere to Government guidelines and have undertaken a risk assessment of our premises to ensure that we keep you and our staff safe when attending our offices.

- 1.** To ensure continued safe and social distancing, where possible, we will continue for the time being to communicate with our clients and/or other visitors via telephone, email or video conferencing such as Skype, Zoom or Teams.
- 2.** However, where a face to face appointment is required, we can arrange appointments for you to come and meet with one of our legal experts but please note, that we are limiting the number of visitors to our offices at any one time. With that in mind, we ask that anyone wishing to attend our offices, please book a pre-arranged appointment by contacting us on **0191 567 0465** or emailing us at info@richardreed.co.uk
- 3.** Unfortunately, we are not able to accommodate visitors to our office without a pre-arranged appointment at this time.
- 4.** For those that just simply want to drop off documents or other items, these can be posted via our letter box system at the entrance to our office. ***You will not need a pre-arranged appointment to do this.*** All that we ask is that you place your documentation in a sealed envelope and clearly mark it with the name of the person it is intended for and also your Richard Reed file reference number.

Please note: Unless the documentation is urgent, we will allow 48 hours before opening the envelope.

- 5.** If you are asked to attend our office to provide us with your identification documents, it is best to do this face to face with us and at a pre-arranged time. Your legal expert can arrange this with you.
- 6.** If you arrive earlier or later than your pre-arranged appointment time, please note that it may be necessary for you to wait outside of our offices until we can accommodate you.



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- 7.** If you cannot attend your appointment, please telephone us to let us know.
- 8.** On arrival, our Receptionist will ask your name via our intercom system and will then allow you to enter.
- 9.** On entering, please do not approach the reception desk, please take a seat in the reception area, whilst observing our social distancing signage and the markers on the floor. These are designed to keep you and our staff safe.
- 10.** To also keep everyone safe, we will not at this time be able to shake hands with you or use any other contact welcome gestures and we will maintain a two metre distance from you at all times. We may also wear a face mask during our meeting with you and of course, if you feel you'd also like to wear a face mask when visiting us, then that is ok with us.
- 11.** We will provide hand sanitiser in our reception area and interview rooms which you are more than welcome to use. Please also be assured that our premises are being regularly cleaned and that all our staff will wash their hands and/or sanitise them before meeting with you.
- 12.** Unfortunately, we are at present unable to offer you any refreshments and we must reserve the use of our bathroom facilities for our staff only. We do hope that no offence will be taken by this and hope that you understand.
- 13.** During your appointment, if you think you may need to write down any information given to you and/or to sign any documentation, please bring a pen with you. Don't worry if you forget though, we can provide these and you will be invited to take them home.
- 14.** Should we need to hand any documentation over to you, we will aim to have these put into a pre-sealed envelope at least 48 hours prior to your visit.

If you have any concerns or questions about visiting our offices, please do not hesitate to contact us.