

GUIDANCE FOR VISITORS TO HERINGTONS OFFICES

Is a meeting necessary?

Can a safe meeting take place?

How to stay safe when visiting our offices

- Due to the COVID-19 pandemic, our offices are currently closed to the public save by prior appointment.
- Please consider whether a physical face to face meeting is essential and discuss this with the lawyer handling your matter. Meetings should be kept as brief as possible and normally last no more than 1 hour. We would encourage, where possible, our clients to conduct meetings with their lawyers by telephone or video call where possible. Your lawyer does have the right to decline a face to face meeting if it is not essential. In that event we will endeavour to make alternative arrangements.
- Whilst we will do everything we can to minimise the risk of a face to face meeting by carrying out stringent hand hygiene and social distancing, given that any of us can carry the virus with no symptoms, we may not know at the time of your appointment if someone is affected. By attending at our offices, you must note and be willing to take that risk.
- Where a physical meeting is required, the following guidelines must be followed:-
 - You MUST NOT KEEP your appointment if you have any COVID-19 symptoms, or have been knowingly exposed to someone who has symptoms;
 - If between making your appointment and the actual appointment itself you start to have symptoms or come into close contact with

someone who has, you must notify us immediately and your appointment will be re-arranged. If one of our staff develops symptoms, we will contact you to re-arrange your appointment;

- You should not be accompanied by anyone whose presence has not been agreed in advance with your lawyer and whose contact details have not been provided to us;
- You should normally be able to get to the meeting room unaided by anyone as we will not be able to help support you whilst complying with social distancing. Our offices are in old buildings and may require you to negotiate several steps. It may be that a home appointment may be more suitable for you in those circumstances. If so, please contact us to discuss this.
- Please arrive at the office promptly at the allotted time of your appointment. You will be shown straight to the meeting room; our waiting areas are closed (save for emergency)
- Please comply with all signs and follow any floor markings showing you where it is safe for you to be;
- On entering the meeting room please use the alcohol based hand sanitizer provided in the meeting room. Please let us know in advance if for any reason you prefer not to use sanitiser and intend to bring your own. We cannot provide hand wash facilities for visitors.
- If you have a facemask and wish to wear one, please bring it with you. If you don't have a facemask but would like to wear one, we have a supply of disposable masks and gloves if you wish to use them. Please put on masks and gloves after having sanitized your hands;
- Your lawyer may be wearing a mask and or gloves and may ask you to do so; please respect their preference in that regard;

- Seating will be arranged so as to comply with social distancing ;
 - Regrettably not all offices have WC facilities and no office has refreshment facilities other than bottled water;
 - If you need to sign any documentation you may use your own pen or we will supply you with a new pen which we ask you to keep;
 - If you are bringing documents to your meeting please take care that they are kept clean. Your lawyer may retain them in a separate wallet for 48 hours and only handle them with gloves during that period. Please let us know in advance if bulky documents will be delivered.
 - Meetings will be spaced out with at least 20 minutes in between each appointment to air the room and give sufficient time for surfaces to be cleaned.
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- Staff who are working in the office follow strict social distancing. Should a member of our staff with whom you may have come into contact develop symptoms of COVID-19, we will let you know.