



Important – COVID-19 Information

In light of the current COVID-19 situation we have gone above and beyond Government guidelines to ensure stringent hygiene measures are in place at our Information Suite.

About your appointment

- To maintain social distancing, the visit is limited to you and three other guests.
- There will only be one appointment taking place at any one time.
- In-between each appointment, we will clean down and disinfect all surface areas.
- Our Information Suite has its own air-conditioning system, independent from the rest of the building, meaning the air is not recycled. In addition, we have powerful air purifier units which combine the best filtration technologies to clean the air of pollutants.

The day before your appointment

- We will contact you to confirm that neither you, nor anyone due to visit with you, is displaying any COVID-19 symptoms, has had contact with anyone who has exhibited symptoms, has a household member who has been in close contact with someone experiencing symptoms or is under a local government self-isolation requirement, any mandatory quarantine or self-isolation order.

Upon arrival

- Our team will be wearing face coverings throughout your appointment. We ask that you also wear one in accordance with Government guidelines. We keep a supply of disposable face masks for visitors so please do not worry if you forget yours when you come to the Information Suite.
- In addition, we will ask you to use hand sanitiser before the appointment begins. We have hand sanitisers available throughout the Information Suite.
- On entry to the Suite we will take your temperature, using a contactless thermal temperature terminal. Should your temperature be 37.8C or above, we will reschedule your appointment and advise you to arrange a COVID-19 test. We are able to offer a video call if you would prefer.

Test and Trace

- We are supporting the NHS Test and Trace process and may ask for your permission to pass your contact information to such government agencies as may be necessary for the purpose of tracking anyone connected with an outbreak of COVID-19.