

Covid-19 Pre Booked Appointment Procedure for Customers

Please read the information below carefully

In order to maintain social distancing and reduce the transmission of COVID-19 we have introduced the measures set out below. Please read these carefully before coming for your appointment.

- If you have any symptoms of COVID-19, or you have recently been in contact with anyone who has symptoms, or you are otherwise self-isolating do not come to the appointment. Please let us know you are unable to attend and we will rebook the appointment accordingly.
- Please call the telephone number to confirm that you have arrived for your appointment, this will either have been emailed to you previously or given over the phone at the time of your booking.
- Please arrive for your appointment on time as we do not have any facilities for customers to wait inside the building before being seen whatever the weather.
- Due to COVID 19 requirements no additional family members will be allowed into the building, with the exception of carers.
- If attending an appointment at the Wisbech Customer Services Centre please go to the Boat House Reception, for all other offices please wait outside the main entrance.
- Customers will be asked to wear face coverings inside any of our Customer Services Centres or Community Hubs,
- An officer will collect you and escort you to the designated area for the meeting.
- Hand sanitiser will be available at entrances – these must be used by all visitors before entering the building.
- Toilets facilities will not be available.
- We encourage the use of face coverings by customers attending appointments and will have a supply for use on entering the building.
- All meeting desks will have a protective screen between the Officer and Customer to protect both parties.
- Customer contact details including emails will be retained for 21 days for track and trace purposes.
- We must stress that if you do not adhere to these requirements your appointment will not take place.