

Covid 19 “Coronavirus” Update

The health and safety of our valued clients and staff are our highest priority and we are closely monitoring and following Government advice in the light of the Covid-19 (‘Coronavirus’) outbreak.

It is our intention to do everything possible to maintain the provision of professional services to our clients during this difficult time and we are adopting certain measures temporarily to that end.

With effect from 6th July 2020, our office will partially re-open. Our office hours will be Monday to Friday 9:00am to 1:00pm and 2:00pm to 5:00pm. However, the office door will remain locked during these hours and access to the office by clients and third parties will be strictly by pre-arranged appointment only. Face-to-face appointments will be arranged solely when absolutely necessary as only limited interviewing facilities are available at present due to alterations carried out in our premises during these difficult times. We will continue to progress matters by other means such as by telephone, letter and email. Please telephone our reception on **01472 357291**. You can also communicate with us at: enquiries@batesandmountain.com

Payments can be made by cheque, debit/credit card over the telephone or online banking and we will not receive cash. If you require making any payment, please telephone the above number and ask to speak to our accounts department.

These are temporary measures and we will keep the situation continually under review. This is an unprecedented situation and we may need to introduce other measures at short notice.

We would like to reassure you that we will continue to operate as close to normal as possible.