



8, 10 and 12 HARLEY STREET
LONDON, W1G 9PF

IMPORTANT NOTICE AND INSTRUCTIONS
FOR APPOINTMENTS BOOKED AT 8, 10 OR 12 HARLEY STREET

In line with Government and Public Health England guidelines relating to the current COVID-19 / CORONAVIRUS situation, we have in place strict processes and procedures to keep everyone as safe as possible.

- **WE ONLY ALLOW THOSE WITH AN APPOINTMENT TO ATTEND OUR FACILITY.**
- **ONLY THE PERSON ATTENDING APPOINTMENT WILL BE ALLOWED INTO BUILDING** **UNLESS THEY HAVE SPECIAL CIRCUMSTANCES AND A PRIOR AGREEMENT OR THEY ARE A MINOR BEING ACCOMPANIED BY AN ADULT. THIS IS TO ENSURE ADEQUATE PHYSICAL DISTANCING CAN BE MAINTAINED WITHIN THE BUILDINGS*
- **PLEASE WEAR A SUITABLE FACE COVERING AND KEEP THIS ON UNTIL YOU HAVE FINISHED YOUR APPOINTMENT AND LEFT THE BUILDING.**
- **YOU MAY BE ASKED TO ALLOW A NO TOUCH SKIN TEMPERATURE CHECK.**
- **PLEASE ARRIVE NO MORE THAN 10 MINUTES BEFORE YOUR APPOINTMENT - YOU WILL NOT BE ALLOWED INTO THE BUILDING BEFORE THAT TIME.**
- **IF YOU HAVE A QUESTIONNAIRE TO COMPLETE PRIOR TO YOUR APPOINTMENT, PLEASE BRING THIS WITH YOU.**
- **IF YOU HAVE ANY QUERIES OR QUESTIONS ABOUT YOUR APPOINTMENT, YOU MUST CONTACT THE COMPANY WHO MADE THE APPOINTMENT FOR YOU DIRECTLY.**

ON ARRIVAL

PRESS THE DOOR BUZZER AND YOU WILL BE CONNECTED TO A RECEPTIONIST WHO WILL ASK YOU :

- **YOUR OWN NAME AND TIME OF APPOINTMENT**
- **THE NAME OF PERSON/CLINIC YOU ARE VISITING**
- **IF YOU ARE UNABLE TO GIVE THE ABOVE INFORMATION, YOU MAY BE TURNED AWAY.**
- **PLEASE MAINTAIN A GAP OF 2 METRES BETWEEN YOU AND THE PERSON IN FRONT OF YOU BOTH OUTSIDE THE BUILDING AND AS YOU ENTER**
- **LIFT ACCESS WILL BE LIMITED**

ONCE INSIDE THE BUILDING :

- **MARKERS AROUND THE BUILDING WILL REMIND YOU TO OBSERVE PHYSICAL DISTANCING.**
- **USE THE SANITISING HAND GEL OR WASH YOUR HANDS THOROUGHLY.**
- **OUR RECEPTIONIST WILL ASSIST YOU AND INFORM YOU WHERE TO GO.**
- **DO NOT SHAKE HANDS.**

YOUR CO-OPERATION IS GREATLY APPRECIATED.