

OUR CORONAVIRUS POLICY

In light of the ongoing pandemic we ask you to take a moment to read our policy below. It is important to us that we act responsibly to protect our clients and coaches whilst also providing a comfortable and enjoyable environment for everyone. As always we are here to help and support, so please do not hesitate to give us a call on 020 3137 6323 with any questions.

- We require you to provide proof of a negative lateral flow test within 48 hours of your session. You can do this by using the NHS Test and Trace COVID-19 text notification, or an internationally recognised equivalent. Click [here](#) for more information on ordering tests, and [here](#) for more information on confirming your negative test results.
- We have an infrared thermometer for use in the office as an added safety measure.
- Our coaches will also be regularly testing and will be able to provide proof of a recent negative lateral flow test, in order to make you feel more comfortable.
- Hand sanitiser is available in our office. Please use it before and after your session. Please also wash your hands before and after the session.
- Our office has a large window and fan which our coaches will be using in session to ensure maximum ventilation. We have a minimum of 15 minutes between clients, during which time we open the windows and doors to ventilate the room between clients.
- We are following social distancing and avoiding handshaking.
- You are not required to wear a mask, however, you are welcome to do this if it makes you feel more comfortable.
- Please be assured that our office is cleaned on a daily basis. Any equipment used in your sessions will be sanitised after each use.
- If you are experiencing cold and flu symptoms, please change your in-person session to an [online session](#) (see below). **Do not** attend your in person session if you have Coronavirus symptoms or have been told to self isolate.
- Our coaches will reschedule or deliver your session virtually if they are experiencing any symptoms.

Online Sessions:

All our coaches are still offering online sessions (via Zoom). This is an option if you or your coach feel unwell but strong enough to continue the session.

Please also be aware that our standard cancellation policy of two working days remains in place in accordance with our [terms and conditions](#). If you want to arrange an online session or have any questions or concerns, please don't hesitate to email the team at office@londonspeechworkshop.com or call us on 020 3137 6323.

Last Updated: 1st December 2021