

OUR CORONAVIRUS POLICY

It is important 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 don't hesitate to give us a call on 0203 137 6323 with any questions.

LSW Coronavirus Policy:

- We ask clients to act responsibly and respectfully as with any other communicable disease or virus.
- If you have tested positive for COVID-19, please let us know and we will change your session to take place remotely via Zoom (see below).
- Our coaches will reschedule or deliver your session virtually if they are experiencing symptoms.
- Our coaches reserve the right to terminate and reschedule the session if they are concerned about their personal safety or health.
- We have an infrared thermometer for use in the office as an added safety measure.
- Hand sanitiser is available in our office. Please use it before and after your 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.
- 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 all of our offices are cleaned on a daily basis. Any equipment used will be sanitised after each use.

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 contact us on 020 3137 6323 or office@londonspeechworkshop.com.

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