

IMPORTANT INFORMATION

Please do not attend our public offices or libraries if you or someone in your household has symptoms of Covid-19.

Do not resume any of our services in person until you or they complete the 14-day isolation period and are fever free for the last 5 days.



On foot of public health advice, customers visiting our buildings **MUST wear face coverings**. Where face coverings are not worn service may not be possible.

Please adhere to public health advice.



Wash

your hands well and often to avoid contamination



Cover

your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue



Avoid

touching eyes, nose, or mouth with unwashed hands



Clean

and disinfect frequently touched objects and surfaces



Stop

shaking hands or hugging when saying hello or greeting other people



Distance

yourself at least 2 metres (6 feet) away from other people, especially those who might be unwell

APPOINTMENT INFORMATION

Access to the Council's public offices and Libraries are **by appointment only**.

If you attend without appointment you are unlikely to be seen.

Report directly to the location of your appointment – you do not need to check in at reception if you have an appointment.

Follow directional signage onsite.

Attend **just in time**, not excessively early and not late.

Note your **appointment time is for a fixed duration** (appointments beyond the time specified cannot be facilitated).

Avoid use of lifts where possible and note occupancy of **1 person per lift**.

Avoid **touching surfaces** where possible.

Please **leave the building promptly** following your appointment.

If leaving post or forms following an appointment, **please use the post boxes** available at the **entrance on the ground floor**.

Our privacy statement for this booking service is [here](#)