

29 April 2020

Dear Client,



We find ourselves in uncharted waters, not only in South Africa, but in the world.

On 1 May 2020, we at Mediation Network, would like to go back to serving you, our loyal clients, but in order to do this, we need to communicate and put a couple of new measures in place. For you and your family's safety, as well as ours.

In future the following rules will apply



1. Wash your hands

Before you come for your appointment, wash and sanitise your hands. When you enter our premises there will also be adequate sanitizers, etc available. Please use it as often as you like.

2. Be on time

if you are early, please stay in your car (we will open the outside gate, so that you can pull in and be safe). PLEASE DO NOT BE LATE! **We will not be allowing more than one client per office and if you are late you are affecting all the clients after you too.**





3. Masks please!

All our staff will be wearing masks and visors for everyone's protection, please do the same! No client will be allowed on premises without a mask

4. If you are ill, stay home!

If you are not well (any viral infection or even a cold) or you and your family has been in contact with any Covid19 positive people, please be considerate and cancel your appointment. We will be scanning all clients for temperatures over 37.5°C and other symptoms.



5. Hygiene protocol

While you are on premises, please observe good hygiene protocol. Sneeze or cough into a tissue or your elbow, stay at least 2m away from other people and do not touch your face or mask.





6. Leave your phone in your bag

All phones and electronic devices are ways contamination spreads quickly. If you need to use it in the time, please sanitize before and after.

7. No Cash

Please load our banking details before you attend your appointment so that you can make an electronic payment. We will not be accepting cash and have only SnapScan facilities available.



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8. Wash and sanitise before you leave

We have soap and water and sanitizers available for your use at any time.

9. Premises will be disinfected

All equipment and furniture and desks will be sanitized between every client, hence the fact that we ask that all clients stick to their allocated appointment times.



Thank You

Thank you for your support in these trying times and in advance for your cooperation in making South Africa safe and healthy again!

Kind Regards

The Mediation Network Team