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# How to contact the licensing team

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## Introduction

From Thursday 19 March 2020, the Council's Licensing Team has been taking proactive and responsible measures to ensure our customers and staff remain as safe as possible during the Covid-19 outbreak (Coronavirus).

Until further notice we will be following Government guidance and will be limiting face to face contact between customers and our frontline staff to help reduce the risk of infection to our customers and employees.

During this period, members of staff may have to self-isolate and some may have to work away from the Civic Centre. Therefore, to help us continue delivering essential licensing services, we have made changes to how we deliver those services.

## Contacting us

- Please do not visit the Civic Centre reception without an appointment.
- You should email us at [licensing@elmbridge.gov.uk](mailto:licensing@elmbridge.gov.uk) rather than calling us.
- We aim to respond to your email within three working days and will prioritise concerns or complaints that we consider to be urgent.
- If you do need to call, please note that you may need to leave a message on our answer phone and it may take us much longer than usual to respond.
- You may also contact us by using our [online contact form](#).
- Further information about licensing is available on our website at [elmbridge.gov.uk/licensing](http://elmbridge.gov.uk/licensing)

## Updating this information

We will review this information from time to time to ensure it is current. When, and where necessary we may make changes. If we update this information, we will republish it on our website.