

Dear Sirs

Case number:

As part of our response to Coronavirus (COVID-19), your hearing will now take place by video call using Cloud Video Platform (CVP). You should not attend the court or tribunal centre.

What you need to do now

Tell us:

- if you need an interpreter, or other support to join the hearing
- if you cannot join by video and explain why (a judge may consider this)

If you intend to call any witnesses, you need to:

- Tell us their preferred email address(es)
- Send them the attached information telling them how to join the hearing
- Ensure they are available for the whole of the hearing time, as the exact time they are needed will not be known until the hearing starts
- If consideration is needed for anonymity of a witness (that their name is concealed), you need to tell the court so that the judge can decide the way forward

You should do this By email: administrativecourtoffice.cardiff@hmcts.gsi.gov.uk

Your hearing details

The hearing will take place on:

Date: 8th February 2020

Time: Please check the daily lists online after 14:30 the working day before

A link and joining instructions will be emailed to you no later than 24 hours before the hearing

Please include your case number and hearing date when you contact us.

Before the hearing you should:

- Have access to Google Chrome browser as this is the preferred browser for video hearings. You can find more information about joining court hearings on Gov.uk
- Agree how you will communicate confidentially with your legal representative during the hearing (if you have one)
- Make sure that you have any documents which you will need for the hearing with you. If they are electronic documents make sure that you

have downloaded them, and you are able to access them before the hearing starts.

What happens at the hearing?

- Once we've received your preferred contact details, we will send you an email with a link to access the hearing
- To join the video hearing copy the link into Google Chrome browser and type in your full name
- When you join you will be in the waiting area until the hearing starts. If there are any significant delays to the hearing starting, the court will contact you by email.
- Please try to be in a private quiet area so that you are not overheard but can hear everything
- Remember that all parties will be able to see you on video during the hearing. *There are no rules about what you should wear. If you can, please dress smartly. You are not allowed to wear anything on your head unless it is for religious reasons*
- It is important you are ready to join the video call at the time of the hearing, so that you can take part. If you do not join the call, the hearing may go ahead, and a decision made in your absence
- At the end of the hearing you will be told what will happen next and when you can expect a decision

What help is available?

Advice and guidance for all court and tribunal users is available on [Gov.uk](https://www.gov.uk). You should review this guidance ahead of your allocated hearing date. If, having reviewed the guidance, you then experience any **technical** difficulties, you can contact our helpline on 0330 8089405. The helpline will not be able to answer any questions about your court hearing and will ask you to ring the court.

Tell us your experience

As we are holding more CVP hearings, we'd value your feedback. After the hearing please complete our [feedback survey](#):

<https://www.smartsurvey.co.uk/s/HMCTSHearings>