

Covid-19 Guidelines

Our Commitment

We will provide you with a **SAFE ENVIRONMENT** that complies with guidelines issued by Government and our local authority.

1. OUR SALON

- ✓ We have undertaken a thorough review of our salon and services.
- ✓ We have rearranged the salon space and surrounding areas to adhere to social distancing guidelines.
- ✓ Every surface will be cleaned regularly and wiped with a hospital grade cleaner during and between each appointment.
- ✓ All items of equipment will be disinfected and sterilized before and after every service.
- ✓ Disposable towels and other disposables will be used as much as possible.
- ✓ We will ensure adequate ventilation in the treatment room where possible.
- ✓ We will, if required, extend opening hours, and divide our teams into shifts whilst ensuring we retain social distancing.

2. OUR TEAM

- ✓ All team members are trained to care for our customers in a safe, hygienic and professional manner.
- ✓ We have agreed social distancing for our team in communal staff areas.
- ✓ Staff have been briefed to not attend the salon if they have a temperature or are feeling unwell or if any person in their household is unwell or is self-isolating.

3. OUR PROFESSIONAL SERVICES

- ✓ Our team will wear gloves, masks and aprons on the salon floor and all team members will wash their hands before and after every client interaction.
- ✓ Where possible, clients should bring and wear their own masks if not, we will provide at a cost of **50p**.
- ✓ PPE will be replaced after every client.
- ✓ New clients will have a digital consultation form sent and telephone consultation to assess their service needs and ensure the right appointment time is allocated.
- ✓ We will have to add a charge of between **£1** and **£2** to every service to cover the cost of PPE & disposables.

4. CLIENT & VISITOR ARRIVAL

- ✓ We will not be accepting walk-ins, you must pre-book.
- ✓ We will greet you warmly but without a handshake or a hug.
- ✓ Hand sanitizers must be used on entry to the treatment room.
- ✓ Clients must minimize what they bring as you will be asked to keep all belongings with you and please keep jewelry to a minimum.
- ✓ We ask that clients attend their appointments alone.
- ✓ You will be collected by your therapist to avoid congestion in a designated waiting area.
- ✓ Each client will be asked to complete a COVID-19 form prior to service.
- ✓ Waiting areas will be arranged to adhere to social distancing.
- ✓ If the waiting area is full, we will request clients to wait outside.

5. WE ASK OUR CUSTOMERS/VISITORS TO

- ✓ Arrive at the time agreed to maximize social distancing.
- ✓ To wear a face mask before you enter the treatment room.
- ✓ To wash your hands or use hand sanitizers before and after each service.
- ✓ We will not be serving refreshments other than water.
- ✓ We will not have magazines in or outside the treatment room.
- ✓ To contact us and re-arrange your appointment, at no additional cost, if you have a temperature, or are feeling unwell; or if any person in your household is unwell or is self-isolating.
DO NOT COME TO THE SALON IF YOU OR ANYONE YOU LIVE WITH IS UNWELL OR SELF-ISOLATING.
- ✓ We are happy to discuss any of your individual concerns, please feel free to call the salon or speak with a member of the salon.

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