

Coronavirus (COVID-19) Infection Prevention & Control Policy

TIME TO RELAX

All of us have been affected by the coronavirus (COVID-19) pandemic.

We have missed being able to offer you the treatments that we know you love, and we are looking forward to seeing you again now.

Our priority is to keep you as safe as possible, and before re-opening we have implemented a number of changes which we would like to make you aware of. During the time we have been shut, we have completed the Coronavirus (COVID-19) Infection Prevention and Control course. We have since made some changes in the way that we operate that you will notice when you next visit.

Booking Appointments

If any therapists feel ill or have symptoms of COVID 19, they will self-isolate immediately and not come into the centre. This may mean we have to cancel your appointment at short notice. We appreciate that this may be inconvenient but it is done entirely for your own safety. If your appointment is cancelled you will be able to re-book again or ask for a full refund or a voucher.

If you or any of the people you live with feel ill or display any symptoms of COVID-19 – please advise us as soon as possible and **DO NOT COME TO THE CENTRE FOR YOUR APPOINTMENT**. You will not be charged for appointments that are cancelled due to illness.

Visiting the Centre

You should not visit the centre without an appointment, please book via telephone, facebook or email.

When visiting the centre please bring minimal jackets/bags which you will be asked to place in a bag during your treatment and remove with you after use.

For your safety and to maintain social distancing, we ask that you attend your appointments as close to the appointment time as possible. Please do not turn up early for your appointments as this could mean that you come into contact with other clients who are just leaving.

We have increased the frequency of cleaning in the centre including making sure that common surfaces, toilet door handles etc. are wiped using disinfectant products between each client.

All equipment will be sterilised between clients in line with guidelines for your safety.

Wherever possible we will utilise environmentally, friendly, single use items during a treatment that will be disposed of safely after use in order to protect you from cross infection.

You will have access to hand sanitiser as soon as you enter the centre, which must be used on arrival and departure.

We will check your temperature on arrival at the centre.

Prior to your treatment you will be asked to complete a COVID questionnaire and sign a COVID disclaimer.

We will also record your name and telephone on our Track & Trace Register which will be destroyed after 30 days.

Our therapists will be wearing all the appropriate PPE required for your treatment.

We can confirm that the laundering of centre towels, uniforms etc are a priority and we can assure you that all salon laundry is washed at 60 degrees centigrade.

All disposable items are bagged and safely removed from the treatment area between each client.

Our Treatments

We have carried out a risk assessment on all treatments and we are confident that we can continue to provide these safely. We have decided that the following treatments cannot be provided until further notice.

Pregnancy massage, Hot Stone Massage, Facial Waxing (excluding eyebrows), Microdermabrasion & Laser Therapies.

During your Treatments

Our therapists understand the importance of hand hygiene and we will ensure that we wash our hands in accordance with NHS recommendations.

We will try to make your treatment as safe, comfortable and enjoyable as possible. If you have any concerns about your treatments please let us know and we will do what we can to satisfy you.

After Treatment

In order to minimise the handling of cash where possible we would prefer if you could pay for your treatment in advance using bank transfer, where that is not possible please ensure you have the correct money in order that we are minimising the handling of cash.

All of these procedures have been implemented for your safety and that of the therapist. We will continue to take advice from the Government and the NHS regarding safe practise and we will amend them as necessary.

Thank you for your understanding.

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27/07/2020