



Our Commitment:

OPERATING GUIDELINES COVID-19

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 the services we offer.
- ✓ We have rearranged our reception, waiting and treatment areas to adhere to social distancing guidelines.
- ✓ We have extended our rigorous cleaning regime to ensure that all high touch areas throughout the salon are wiped with the appropriate cleaning product between each treatment.
- ✓ We will ensure adequate ventilation throughout the salon with doors and windows open where possible.

2 OUR TEAM

- ✓ Our team will be taking part in twice weekly lateral flow testing and they will comply with the government's Test and Trace procedures.
- ✓ Temperature checks and health assessments will be carried out on our team at the start of each day.
- ✓ We have conducted Covid-19 prevention training to ensure all team members care for our clients in a safe, hygienic and professional manner.
- ✓ Our team have been trained to adapt each treatment to uphold the best practice, including hygiene and safety.
- ✓ We have divided our workforce into 2 separate teams whose working patterns do not overlap. We have also agreed social distancing within the teams in communal staff areas.

3 OUR TREATMENTS

- ✓ We have reviewed our treatment menu and have temporarily removed some treatments in order to comply with Government policy.
- ✓ Our therapists will wash their hands before and after every treatment and will wear face masks and visors throughout your visit. Gloves and other PPE will also be used during treatments where possible. PPE will be replaced after every treatment.
- ✓ Single use disposable or sealed sterile equipment will be used for each individual client.

4 GUEST ARRIVAL & RECEPTION

- ✓ We will stagger customer arrival times where possible to minimise close contact.
- ✓ We will greet you warmly but without a handshake or personal contact. Temperature checks will be in place when you arrive.
- ✓ Where possible we will escort you straight to the treatment area/room to avoid congestion in the reception area.
- ✓ We have arranged our waiting areas to adhere to social distancing.
- ✓ We politely request that you pay using card or contactless payments whenever possible.

5 WE ASK YOU, OUR CUSTOMERS

- ✓ To arrive at the time of your appointment, to maximise social distancing.
- ✓ To have your temperature taken on arrival and to use the hand sanitiser provided at reception.
- ✓ To wear a face covering, either your own or one supplied by us, during your treatment.
- ✓ To contact us to re-arrange your appointment, if you are feeling unwell, are displaying any symptoms consistent with Covid-19, or if any person in your household has the same or is self-isolating.

✗ DO NOT come to the salon if you or anyone you live with is self-isolating or is displaying symptoms known to be consistent with Covid-19

These guidelines will be reviewed on a daily basis. We reserve the right to amend or adjust them based on government policy and new research to protect the safety of all our staff and clients.

We are happy to discuss any individual concerns you may have. Please feel free to talk to a member of the team.

