



Natural Beaute Covid-19 policy

So here it is... after hours of going through the Government guidelines I share with you my new processes. Knowing about them will help both you and I to adjust quickly to the new way of working especially for your first appointment back.

First of all, I want you to know and be assured that your health and wellbeing has always been my top priority but now more than ever. So, to keep you and I as safe as possible the following strict procedures have to be in place to protect us both. In addition to my normal routine they will include the following:

The Government have asked us to help with social distancing so, I ask you book your next appointment online (preferably) or phone me if you can't and want to make an appointment – DO NOT visit in person to do this. If you wish to buy products, please let me know in advance so at the time of your appointment I can make more time for you to do this.

They have also asked me to inform you about parking for social distancing and the best way to approach my salon. I am not sure where you normally park but I know you are aware there is no parking available at my salon. I can only advise you park securely and to avoid as many people as you can. Approaching my salon is best done coming from Pescod Hall. This will give you better social distancing abilities.

It is essential that you obey the following procedures set out by the Government.

YOU MUST CANCEL AND RESCHEDULE YOUR APPOINTMENT IF:

- You feel unwell.
- You live with anyone who is unwell.
- You have been in contact with anyone who has typical coronavirus symptoms such as a cough, shortness of breath, loss or change to their/your sense of smell or taste.
- You have recently travelled to an area with high infection rates.

Please be assured if you need to cancel because of Covid-19 there will be no penalty or cancellation fee to apply. I will require 24 hours' notice for all other cancellations and fees will be applied in this instance where a cancellation is less than 24 hours' notice.

In addition, you...

- **MUST Complete the health questionnaire before each appointment to check you are still safe and well.** (YOUR APPOINTMENT CANNOT PROCEED WITHOUT A COMPLETED AND AGREED HEALTH QUESTIONNAIRE) The questionnaire will arrive in your email inbox 48 hours prior to your appointment. Please complete before attending your appointment. If you do not have an email address to send this to, I will call you the night before to complete the health care questionnaire.



- **YOU MUST NOT** arrive before your appointment time. This is so I can minimise any unexpected contact with others and the salon has been fully sanitised ready for you.
- **YOU MUST** Attend your appointment solo (Unless you need to attend with a carer).

These procedures are in place to reduce the spread of Covid-19 and are a requirement from our Government guidelines. Please see below how I am complying with Government Guidelines and making additional changes to better protect you and me.

I have undertaken a thorough review of my salon and services I offer, and the following will apply.

EXTRA Health & Safety PROCEDURES I AM TAKING:

YOUR APPOINTMENT – What to expect:

- When you arrive to your appointment I should be ready and waiting for you. In case the salon sanitisation has taken a little longer and the door is still locked please knock to let me know you've arrived. Then wait outside on the designated spot.
- I will greet you without close contact (Sadly no handshakes, hugs etc.).
- I will take your temperature, using a non-contact temperature device, before you come inside.
- Social distancing will apply whenever possible such as when you are paying for your treatment. Markings in reception will help you do this.
- It is advised not to bring any personal belongings with you but if this is unavoidable you should bring no more than your coat and handbag. This is to minimise contamination from elsewhere as much as possible. If you do bring personal belongings, I will ask you to put them into a disposal bag which you will need to take away with you.
- On arrival, I will ask you to sanitise your hands or wash your hands with soap and water if you are unable to use hand sanitiser.
- I will provide these facilities.
- I will provide you with a face mask but you are more than welcome to have your own.
- I will be wearing full PPE (So don't be alarmed).
- Your treatment will be set up ready and waiting for you so we may begin promptly.
- You will be taken straight into the appropriate treatment room to avoid use of the reception area.
- I cannot offer you a hot drink, however, I can offer you a cup of water in a disposable cup. If you wish to have a drink once you have finished, please dispose of the empty cup straight away. I ask you to do this promptly in the bin provided.
- All appointments have been set up to provide adequate time between to sanitise the salon and enabling you to arrive and leave without fear of meeting other clients.



- I am sorry but **APPOINTMENTS CANNOT OVERUN** – if you are late for your appointment and I cannot complete your treatment within the time available the treatment will not go ahead, and you will be required to pay in full.

YOUR TREATMENT – What to expect:

- Wherever possible face to face contact will be avoided. Please don't be offended if I ask you to sit to the side to ensure we can achieve this.
- All treatments, where possible, will avoid skin to skin contact by the use of gloves or other appropriate PPE means.
- I will be wearing a visor and when appropriate a mask also.
- I will be wearing an apron that is wipe clean and will be sanitised between treatments.
- I will be using disposable coverings where possible.
- I am following strict hygiene guidelines and I ask you to do the same – please place any used paper towels and tissues straight in the bin after use. Tissue in boxes will be available around the salon for your use. Please sanitise or wash your hands after coughing or sneezing.
- Above the neck treatments are allowed from 1st August. Wherever possible I will ask you to keep your mask on. When not possible I ask you not to talk while you are not wearing your mask.

OPERATIONAL PROCEDURES – What I will be doing:

- I have always had a one in one out client policy in the salon and this will not change, however, the salon door will now be kept locked at all times to prevent walk ins.
- All appointments will now be 30 minutes apart to aid cleaning and prevent you meeting another client leaving. **It is important you leave promptly to enable me to be ready for my next client.**
- Only those who have made appointments will be allowed to enter. Strict guideline notices will be on view outside to alert the general public and all clients will be notified prior to their first appointments of the new procedures.
- All deliveries, any maintenance and re-stocking of the salon will, whenever possible, take place outside of salon hours to minimise others on site and sanitised afterwards.
- I will be sanitising all stations, reception area, door handles, floors and bathrooms after every client visit.
- As always, I will be washing my hands thoroughly between clients and appointments and change my PPE ready for you.
- I will also be closing extra days to aid in deep cleaning.



EQUIPMENT – My guidelines:

- One-use disposable items will be used where necessary (suitable alternatives kept where possible).
- Non disposable items such as towels will be cleaned and stored in a closed cupboard prior to your treatment. Towels will be clinically bagged post treatment and stored securely ready to be collected and professionally cleaned by a local firm.
- Be assured I will not be travelling to and from the salon in my uniform.
- There will be no magazines or newspapers to share between clients.
- All implements used will be sanitised and sterilised after every use.
- All cleaning equipment will be stored in a secure cupboard after use to minimise contamination from cleaning implements.
- I ask you not to touch any of our retail products unless you are definitely purchasing the item.
- All products and items not needed in the treatment will be put away.

GENERAL SALON PROCEDURES – How this will operate

- I will ensure adequate ventilation throughout the salon with doors and windows open, where possible, and the use of an air purification system newly purchased.
- Noise/music will be kept to a minimum to prevent the need for you to raise your voice which could cause more droplets in the air and so we can continue to have our little chats.
- I have reviewed my treatment menu and removed treatments advised and adjusted how the allowed treatments can be better delivered to you safely.
- All bins will be emptied between treatments and daily. Waste will be clinically stored ready for collection weekly.

WHAT THE LAW SAYS – I must inform you of the following...

- In the event I would need to use first aid or help you leave the salon for safety reasons we do not need to comply with social distancing.
- I must inform my clients of all my procedures that I have put in place.
- I know this will not apply to you but I have to inform you that should you fail to follow these guidelines I must withdraw my treatment service.
- I also have to inform you the police and the local authorities have the powers to enforce requirements in relation to social distancing and may instruct clients to disperse, leave an area, issue a fixed penalty notice or take further enforcement action. They may also ask you to remove your face coverings for the purpose of identification. We are all required to follow these instructions if asked to do so by any law enforcement agency.



Finally –

In the event a covid-19 case is reported to me through track and trace I will pass on details of clients so track and trace can inform all those affected. **I would then need to self-isolate for 14 days!** – so it is imperative that you do not attend an appointment if you feel in the slightest doubt that you may have come in contact with someone that you think may, or you know has Covid-19; or you become aware or are informed that an area you recently visited has now been deemed to have a high rate of infection. If you have already been for an appointment with me and it was within 14 days of becoming aware of the above, you must let me know so I may take immediate action to protect us all.

I realise this is a really long and in-depth document but, in these times, I want you to be fully informed of what I am doing to keep us both as safe as possible. I am happy to discuss any of your individual concerns that you may have, or you feel there is something I have not included, please feel free to contact me.

Be assured I will be adapting to the ever-changing rules and procedures regarding keeping you and I safe while using my salon. I may not inform you of all changes, if any, in advance unless you will be directly affected.

These are strange times and I have truly missed you. The main thing is we all stay safe and well. Thank you for supporting me during this time I can't wait to see you!
Love Sam xx