

SALON GUIDELINES COVID-19

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 the services we offer
- ✓ We have rearranged our waiting, reception and treatment areas to adhere to social distancing guidelines
- ✓ All surfaces throughout the salon will be cleaned regularly and wiped with the appropriate cleaning product between each treatment
- ✓ All items of equipment will be cleaned before and after every treatment. This includes all metal instruments, brushes, bowls, and tweezers
- ✓ One-use disposable items will be used where necessary (sustainable alternatives kept where possible)
- ✓ We will ensure adequate ventilation throughout the salon with doors and windows open where possible

2 OUR TEAM

- ✓ We have conducted training to ensure all team members care for our customers in a safe, hygienic and professional manner
- ✓ Staff have been trained to adapt each treatment to uphold best practice, including hygiene and safety
- ✓ We have agreed social distancing for our team in communal staff areas
- ✓ Staff are briefed to uphold safe standards while dealing with responsibilities at reception

3 OUR TREATMENTS

- ✓ We have reviewed our treatment menu and removed treatments where we felt it necessary to do so
- ✓ Our therapists will wear gloves, masks and other personal protective equipment (PPE) during treatments where required. Therapists will wash their hands before and after every treatment
- ✓ PPE will be replaced after every treatment
- ✓ Our therapist will stay with you throughout your treatment – not venturing out of the room – to reduce the need to replace PPE and minimise infection

4 GUEST ARRIVAL & RECEPTION

- ✓ We will greet you warmly but without a handshake or personal contact
- ✓ We will stagger customer arrival times to minimise close contact
- ✓ We will clean the reception area regularly
- ✓ Where possible we will escort you straight to the treatment area/room to avoid congestion in waiting areas
- ✓ Waiting areas will be arranged to adhere to social distancing
- ✓ We ask that you pay using card or other cashless means where possible

5 WE ASK YOU, OUR CUSTOMERS

- ✓ To arrive at the time agreed, to maximise social distancing
- ✓ To wash your hands and/or use hand sanitiser as directed by our team and before and after each treatment
- ✓ To wear a face-mask
- ✓ To contact us and re-arrange your appointment, if you have a temperature, or are feeling unwell 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**

We are happy to discuss any of your individual concerns, please feel free to speak with a member of staff