

## **Coronavirus (COVID-19) Infection Prevention & Control Policy**

### **For Townhouse Retreat**

All of us have been affected by the coronavirus (COVID-19) pandemic. I want to assure all my valued clients that when the restrictions are lifted and I can re open my business your safety as well as my own will be given paramount importance.

I have missed being able to offer you the treatments that I know you love, and I am looking forward to seeing you again as soon as possible.

My priority is to keep you as safe as possible, and prior to re-opening the salon I have implemented a number of changes which I would like to make you aware of. During the time the salon has been shut, I have completed the Coronavirus (COVID-19) Infection Prevention and Control course which is accredited by the Guild of Professional Beauty Therapists Ltd, the UK trade body for our industry. I have since made a number of changes in the way that I operate that you will notice when you next visit.

#### **Booking Appointments**

If I feel ill or have symptoms of COVID-19, I will self-isolate immediately and close my treatment room. This may mean that I have to cancel your appointment at short notice. I 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 / voucher.

If you or any of the people you live with feel ill or display any symptoms of COVID-19 – please advise me as soon as possible and **DO NOT COME FOR YOUR APPOINTMENT.**

#### **Visiting Townhouse Retreat**

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

I have increased the frequency of cleaning in my treatment room including making sure that common surfaces, toilets door handles etc. are wiped clean using disinfectant products between each client .

All tools and equipment will be disinfected or sterilised in line with the specific manufacturers' instructions for your safety.

Wherever possible I 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 soap and hot water to wash your hands with as soon as you enter the treatment room and I will also have hand sanitiser available for you to use

I will understand and not be offended if you wish to wear a facemask or wear disposable gloves when you come for your appointment and during your treatment is this is appropriate.

Please don't be surprised or upset if I use personal protective equipment (PPE) during your visit and during your treatment. This may include disposable gloves / facemasks / aprons where appropriate.

I can confirm that the laundering of both towels and uniform is a priority. I can assure you that all laundry is washed at 60 degrees C

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

### **My treatments**

At this present time I am carrying out risk assessments on all treatments and I will keep you updated on the progress and the advice given to me from the government and trade body that regulates my profession.

### **During your treatment**

I understand the importance of hand hygiene and I will ensure that I wash my hands in accordance with NHS recommendations before the start of your treatment.

I will try to make your treatment as safe, comfortable and enjoyable as possible. If you have any concerns about your treatments please let me know and I will do what I can to rectify it.

### **After the treatment**

In order to avoid handling of cash, I would prefer if you could pay for your treatment by card /bank transfer.  
Thank You

All of these procedures have been implemented for your safety and my own. i will continue to take advice from the Government and the NHS regarding safe practice and will amend them as necessary.

Thank you for your understanding.

Best Wishes

**Linda**

**4<sup>th</sup> May 2020**