



Coronavirus (COVID-19) Infection Prevention & Control Policy

All of us have been affected by the coronavirus (COVID-19) pandemic. Sadly I lost both my parents to this dreadful virus. I have a son who contracted the virus and a cousin who is recovering after being taken off his ventilator. So as you can imagine I take the COVID-19 pandemic very seriously and I will do my utmost to keep all my customers safe as humanly possible, whilst looking after you mentally, physically, spiritually and emotionally.

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 my therapy space I have implemented a number of changes which I would like to make you aware of. During the time I have been closed for business 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 we 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 I will inform you via text/email of the above. 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 or voucher if you have paid in advance.

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 TO YOUR APPOINTMENT**. I have amended our booking terms and conditions and you will not be charged for any appointments which you miss due to illness.

Visiting Me

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.

Please do not wear jewellery or watches to your appointment.



I have increased the frequency of cleaning in my therapy room and areas where clients walk through, 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 front door and I will also have hand sanitiser available for you to use when you come for your appointment.

I will understand and not be offended if you wish to wear a face mask or wear disposable gloves when you visit me and during your treatment if you feel this to be 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 / face masks where appropriate.

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

All disposable items are bagged and safely removed from the treatment area after each client's visit.

On Arrival

When arriving for your appointment please text me to let me know you have arrived. I will take your temperature and ask you to use the hand sanitiser and/or wash your hands.

Please bring a bag to put your clothes in whilst you are having your treatment and a bottle of water.

I will be asking you to go straight to the therapy room from the front door. Don't worry I will guide you through this when you arrive.



My treatments

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

- Pregnancy massage
- Facial massage

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 reassure you.

After the treatment

In order to avoid handling cash, I would prefer if you could pay for your treatment using bank transfer.

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

Thanks you for your understanding.

Loving kindness

Debbie Smith