

## **COVID-19 Company Policy**

In the current COVID-19 downturn of the outbreak in the UK this company policy includes the measures we will be taking to mitigate the spread of COVID -19 within the Salon when operational.

You are kindly requested to follow these rules diligently to sustain a healthy and safe salon environment. Should a client choose not to follow the measures the appointment services/treatment will be declined. The Salon Management reserve the right to refuse treatment/service at any time, should they feel the safety of their employees or other clients is being compromised.

This COVID-19 company policy is susceptible to changes with the introduction of additional Government guidelines. If this is the case the policy will be updated and posted to our website and Facebook page.

### **Arriving and leaving –**

- 1) Clients will be asked to arrive at the designated arrival time,
- 2) On entering you will be asked to stand and provided with -
  - A) A Mask if you are not wearing your own can be provided but is only essential for moving around the public areas of the spa and for services within the breathing zone.
  - B) Hand Sanitizer
  - C) Temperature check will be completed
  - D) Bag for personal effect & coat hanging facilities are available, however we request are kept to a minimum
- 3) Screens maybe used to protect you depending on the service and masks are not required when screens are in place. You are kindly asked not to leave your seat and avoid moving around the salon unless needing to use the restroom. You are asked to keep all personal effects in one place.
- 4) Once your service is completed you will be requested to follow the staff member to reception, the staff member will collect any products purchased from the display (you are kindly asked not to touch displays) where protective screens are in place to make your next appointment, purchase products and make a payment for the service.
- 5) We ask you sanitise your hand on exiting the salon

- 6) Should you develop any COVID-19 symptoms within 3 days of your appointment, we kindly request a family member advises the Salon Management.

### **Refreshments/ Reading Materials**

We can currently offer refreshments but ask you refrain from eating in the salon/spa and request you arrive fed. We have a luxury selection of teas and coffees for you and of course biscuits.

We can provide reading material but ask you sanitize before touching our magazines and to strongly recommend you bring your own in a form of a device or book. We do have free Wifi access for all our clients, code available from reception .

### **Children's Appointments**

Children are more than welcome to have appointments with us, but we do ask parents do not allow them to touch displays or move around the salon.

### **Washing of Hair/Skin and Hair dryers**

Where possible all hair will be washed in the salon prior to us touching it.

### **PPE**

Due to the Government's guidance of face coverings being recommended as being worn within enclosed spaces, all clients will be required to wear a face covering during treatments and services without a screen or when our staff are working within the breathing Zone. Employees will wear a type 2 face mask for service as above or a client's request. Employees will wear disposable gloves and aprons for specific treatments. Disposable and single use gowns and towels will be used when possible. Where possible protective screens will be used to add additional protection between Client and Staff and Client and Client.

## **Cleaning and Infection Control**

Cleaning and Infection Control have always been important to us. Over the past 10 weeks we have reviewed our policies and introduced new measures –

- 1) All services have been extended to allow a 15-minute cleaning time of the workstations and treatment room between clients and to avoid a crossover of clients on the premises.
- 2) At regular intervals throughout the day all surfaces, Reception, backwash, restrooms and workstations will be cleaned
- 3) PDQ machine will be cleaned after use
- 4) Where possible disposable equipment will be used
- 5) All non-disposable equipment will be sterilised in the correct manner according to guidance of NHBF
- 6) All staff have a minimal of two COVID-19 prevention certificates from infection control courses completed.

## **Risk Assessment/Treatments**

A COVID-19 risk assessment has been completed for all areas of our business and all services/treatments have been reviewed. wherever possible processes have been adapted to avoid staff having to work within the “Breathing Zone” and face to face.

## **Restroom**

You are welcome to use our facilities when receiving a service if needed, we ask that you follow the signs displayed on how to use the area safely and leave it clean for the next client.

We thank you for your continued support and custom and, hope you will continue to work with us so we can create a secure environment for our guests and staff.

Kerry Stuart

Director

Updated – May 2022