

## Coronavirus (COVID-19) Infection Prevention & Control Policy (updated March 2021)

For

### The Essentials Beauty

All of us have been affected by the coronavirus (COVID-19) pandemic. We want to thank you for your continued support and loyalty to our salons and team during this difficult time.

We have missed being able to offer you the treatments that we know you love, and we are looking forward to seeing you again.

Our priority is to keep you as safe as possible, and prior to re-opening the salon we have implemented a number of changes which we would like to make you aware of. During the time the salon has been shut, we 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. We have since made a number of changes in the way that we operate that you will notice when you next visit.

#### Team Members

- Our team have been separated across the 2 salons and bubbled together to reduce the risk of infection. They will be keeping a minimum of a 2 meter distance away from each other when it is safe to do so.
- The team will only wear their salon uniforms in the salon and they will be washing all salon attire at a 60 degree wash.
- They will be regularly washing their hands between cleaning and every client, wearing face shield and gloves where necessary.
- If any of our staff feel ill or have symptoms of COVID-19, they will self-isolate immediately and not come into the salon until they have been tested. We will be taking staff temperatures at the start of each shift. This may mean that we have to cancel your appointment at short notice. We 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.

#### Booking Appointments

- Booking will only be taken over the phone or via our Online booking system. Any treatment booked online will require a 50% deposit. Cancellation policy applies.
- You will receive an email prior to your appointment with a COVID screening questionnaire attached. Please fill that in and send back to the salon prior to your appointment.
- If you or any of the people you live with feel ill or display any symptoms of COVID-19 – please advise us as soon as possible and **DO NOT COME TO THE SALON FOR YOUR APPOINTMENT** We ask that you let us know ASAP if you are not able to attend your appointment. If you have paid a deposit and you cannot come to the salon because you are presenting possible COVID-19 symptoms, your deposit will remain on your account for you to rebook 14 days

after your original appointment.

### **Deposit & Cancellation Policy**

For all treatments booked, a 50% deposit will be **required upon booking**. Bookings will not be made without a deposit being paid. The deposit is **non-refundable** but is transferrable to another appointment if **48 hours notice** is given to cancel or re-arrange the original booking. If the booking is cancelled or re-arranged with less than 48 hours notice the deposit will be lost unless it is due to these COVID conditions:

- If you develop COVID-19 symptoms or test positive for COVID 19
- You have been instructed to self isolate or shield by track and trace
- We have to cancel the appointment due to the salon not being able to fulfil the treatment at the time originally booked.

This is not required if the treatment required is part of an outstanding course of treatments or you have a previous balance on your account with us.

If you are paying for your treatment with a gift voucher, the voucher number must be given as your deposit and then the same applies as above.

Any other variations will be at the management's discretion.

### **Visiting the Salon**

- For your safety and to maintain social distancing of 2 meters, we ask that you attend your appointments as close to the appointment time as possible. If you arrive early we will ask you to wait outside until your therapist is ready. If you arrive late we will have to rearrange your appointment.
- We have allocated time in between each client to increase the frequency of cleaning in the salon. Each treatment room will be fully disinfected and in the common areas the 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.
- Screens are erected on the reception desk and at the nail stations.
- Wherever possible we 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 hand sanitiser gel and soap and hot water to wash your hands with as soon as you enter the salon.
- We will ask you to wear a facemask and maybe wear disposable gloves when you visit the salon and during your treatment if this is appropriate.

- Please don't be surprised or upset if our staff use personal protective equipment (PPE) during your visit and during your treatment. This may include disposable gloves, facemasks, face shields and aprons where appropriate.
- We can confirm that the laundering of salon towels and uniforms is a priority we can assure you that all salon laundry is washed at 60 degrees C
- All disposable items are bagged and safely removed from the treatment area every day.

### **Our treatments**

- We have carried out a risk assessment on all treatments and we are confident that we can continue to provide most of these safely. If you would like a copy of the risk assessment please email [emma@the-essentials.co.uk](mailto:emma@the-essentials.co.uk)

### **During your treatment**

- Our staff understand the importance of hand hygiene and we will ensure that we wash our hands in according with NHS recommendations before the start of your treatment.
- We will try to make your treatment as safe, comfortable and enjoyable as possible. If you have any concerns about your treatments please let us know and we will do what we can to satisfy you.

### **After the treatment**

In order to avoid handling of cash, we will only be accepting payments by card or in advance over the phone until further notice. You will be offered to rebook for your next treatment.

All of these procedures have been implemented for your safety, that of our team, and also for the survival of our business. We will continue to take advice from the Government and the NHS regarding safe practice and will amend them as necessary. When we are able to lift some of the imposed restrictions we will do so.

If you would like to discuss any of the details in this document please do not hesitate to contact the salon owner, Emma Ginever [emma@the-essentials.co.uk](mailto:emma@the-essentials.co.uk)

Please be kind to the members of our team. We have had to make some difficult decisions to keep our team and clients safe in the salon, and to ensure the survival of our business.

Thank you for your understanding.

**Date 4<sup>th</sup> April 2021**