

Coronavirus (COVID-19) Infection Prevention & Control Policy

For

Awen Health & Beauty

All of us have been affected by the coronavirus (COVID-19) pandemic and I am keen to try and get back to 'normal', all be it a 'new normal'.

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 I operate that you will notice when you next visit.

Booking Appointments

Should I feel ill or have symptoms of COVID-19, I will self-isolate immediately.

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 as soon as it is safe to do so.

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 THE SALON FOR YOUR APPOINTMENT.**

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

Visiting the Salon

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 the salon 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 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 soap and hot water to wash your hands with as soon as you enter the salon and I will also have hand sanitiser available for you to use when you come into the treatment room.

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

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

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

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

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 endeavour to make your treatment as safe, comfortable and enjoyable as possible. If you have any concerns about your treatments, please let me know.

After the treatment

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

Thank you for your understanding.

Kelly Porter (Salon owner @ Awen Health & Beauty)

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