

Dear Guest

Spa Covid Infection Prevention & Control Policy

All of us have been affected by the coronavirus (COVID-19) pandemic and now we are able to re-open our priority is to ensure the ongoing safety of both our staff and spa guests.

We have missed being able to offer the treatments that we know our guests love, and we are looking forward to welcoming you back. We want to make your visit as enjoyable as possible but as we are sure you will understand, we are having to make a few changes to the way we operate to ensure your safety.

BOOKING APPOINTMENTS

If any of our staff feel ill or have symptoms of COVID-19, they will self-isolate immediately and not come into the spa. This may mean that we occasionally must cancel appointments at short notice or offer an alternative therapist. We appreciate that this may be inconvenient, but it is done entirely for your own safety. If your appointment is cancelled, you will be offered to re-book again or provided a full refund / voucher if preferred.

If you or any of the people you live with feel ill or display any symptoms of COVID-19 then please advise us as soon as possible and do not come to the spa for your appointment. We have amended our booking terms and conditions and you will not be charged for any appointments which you miss due to illness.

VISITING THE SPA

If you have visited us before then the way in which you enter, move around and leave the spa may be different from normal. Please adhere to any changes that we have put in place for your safety.

For your safety and to maintain social distancing, we 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 encounter other clients who are just leaving.

We have increased the frequency of cleaning in the spa including making sure that common surfaces, toilets door handles etc. are cleaned 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.

We will provide hand sanitiser so you can clean your hands as soon as you enter the spa and we will also provide at further stations around the building.

We can confirm that the laundering of salon towels and uniforms is a priority and 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 between each client.

OUR TREATMENTS

We have provided a risk assessment on all our treatments and unfortunately there are some that will be unavailable in the short term including facials, facial waxing and lashes.

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. Please do not be surprised or upset that our therapists must wear visors and other PPE whilst delivering your treatment in line with government guidelines.

We will understand and not be offended if you wish to wear a facemask or wear disposable gloves when you visit the salon and during 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 would prefer if you could pay for your treatment by card / or in advance where possible.

All these procedures have been implemented for your safety and that of our staff. We 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.

The Spa Team

