

HATTYS BEAUTY RETREAT

A Sustainable Response to COVID-19- Infection Prevention and Control Policy

PLEASE READ

My ultimate priority is ensure the complete and total safety of you, as my client.

UPDATED 11/05/2020

Coronavirus (COVID-19) Infection Prevention & Control Policy

For

Hatty's Beauty Retreat

All of us have been affected by the coronavirus (COVID-19) pandemic. I would like to thank my clientele for supporting my business throughout this indescribable time.

Overwhelmed with the lovely messages received; you have given me the encouragement to keep going throughout it all.

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 only 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 my 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 several changes in the way that I operate that you will notice when you next visit.

Booking Appointments

If I or any member in my household feel ill or have symptoms of COVID-19, I will self-isolate immediately and cancel any pre-existing appointments. This may mean that I may 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 deposit refund.

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 FOR YOUR APPOINTMENT.** I have amended the booking terms and conditions and 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 please follow these rules...

- Please do not turn up early for appointments as this may mean that you come into contact with other clients who are just leaving.

When you arrive at your specific time slot you must park in the front drive. This is in case my next client who may arrive early can see I am finishing a treatment therefore they will wait until you have left.

You must attend your appointment alone. I am usually very relaxed with clients bringing children along however please remain respectful of this rule during this time.

Prior to starting the treatment hands must be washed for 20 seconds and dried using the paper hand towels provided, I will also do this before and after every treatment.

Limited refreshments are provided. I have take-away recycleable paper cups for tea, coffee, I also have bottled water available

During every treatment I will be wearing a mask, gloves and a screen visor. I'm asking clients to wear a face mask to the appointment, I will not judge you for ANY forms of PPE you personally choose to wear. We are all in this together!

Phones are a breeding ground for bacteria. If you have any nail photo designs please send them via social media prior to your appointment, and keep your phone in your bag throughout the treatment.

NAIL SCREENS

Unless the government enforce nail technicians to have a Perspex screen on their nail desk. Scientifically backed evidence suggests that Perspex/ glass is static therefore will attract dust. Dust DOES carry pathogens, therefore I have invested in a quality, dust extractor fan. Correct ventilation will control the dust in a hygienic and effective manner.

Hygiene and PPE

I have hugely increased the frequency of cleaning in the salon including making sure that every single common surfaces including the door of entry, up the bannisters, the door to my beauty room, toilets door handle, in an around the sink/ surfaces, all surfaces within my beauty room 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. Since opening in 2018, I have always worked with BARBICIDE, I also am a Navy Pro Hygiene Salon, following their tool hygiene precautions.

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 salon and hand sanitiser is available for you to use.

As stated I 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 as this is 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 / facemasks / aprons where appropriate.

I 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 every day.

For all of my treatments I have carried out a risk assessment on all treatments and I am confident that we can continue to provide some treatments however I have decided that the following treatments cannot be provided until further notice (massage therapy).

During your treatment

I understand the importance of hand hygiene and we will ensure that I wash my hands in according 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 satisfy you and put your mind at ease. Visiting Hatty's Beauty Retreat, should be a professional and relaxing experience.

Payments

I am taking cash payments still however if you would prefer if you could pay for your treatment by card, I unfortunately do not use a card machine. Therefore, you must PAY IN ADVANCE using bank transfer. I am no longer taking payments through PayPal.

All 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.

I understand for some of you due to being valulnerable, having pre existing health conditions or even being nervous/ anxious around attending an appointment at this time I may not see you as soon as others. Please dont worry if you simply do not feel safe. Once things have settled my door will remain open.

Thanks you for your understanding.

Salon Owner – Harriet Connole

Date- 11/05/2020