

SALON GUIDELINES COVID-19

HOLCOMBE SPA

H A I R & B E A U T Y

OUR COMMITMENT - We will provide you with a safe environment that complies with guidelines issued by the Government and our local authority.

1) OUR SALON

- ✓ We have undertaken a thorough review of our salon and services
- ✓ We have rearranged the salon space to adhere to social distancing rules
- ✓ Every surface will be cleaned regularly and wiped with disinfectant between each appointment
- ✓ All items of equipment will be disinfected before and after every service
- ✓ Disposable gowns and towels will be used at all times

2) OUR TEAM

- ✓ All team members are trained to care for our customers in a safe, hygienic and professional manner
- ✓ We have agreed social distancing for our team in communal staff areas
- ✓ Our staff will have their temperature taken on arrival to the salon
- ✓ Staff have been briefed to not attend the salon if they have a temperature, or are feeling unwell or if any person in their household is unwell or self-isolating

3) OUR PROFESSIONAL SERVICES

- ✓ We have reviewed our service menu and removed any treatment that we feel will be unsafe at this time
- ✓ Our team will wear gloves, masks and aprons and will wash their hands before and after each client interaction
- ✓ PPE will be replaced after every client
- ✓ All consultations will take place at the styling station via the mirror to minimise face-to-face interactions or in the beauty rooms

WE RESERVE THE RIGHT TO ADJUST OR AMEND ANY OF THESE GUIDELINES BASED ON GOVERNMENT POLICY AND NEW RESEARCH TO PROTECT THE SAFETY OF OUR STAFF AND CLIENTS

4) CLIENT ARRIVAL & RECEPTION

- ✓ All appointments must be pre-booked via telephone, email or social media
- ✓ Please use the front door only for entrance and exit
- ✓ We will stagger appointment times
- ✓ We will greet you warmly but without a handshake or hug
- ✓ We will take your temperature on arrival
- ✓ Hand sanitiser must be used on entry to the salon
- ✓ Clients must minimise what they bring with them as you will be asked to keep all belongings with you
- ✓ We ask that clients attend their appointments alone
- ✓ Screens will be installed throughout the salon
- ✓ You will be escorted to your stylists' section or therapists room to ASAP to avoid congestion in reception

5) WE ASK YOU, OUR CLIENTS TO

- ✓ Arrive at the time agreed to maximise social distancing
- ✓ Arrive with clean hair
- ✓ to bring and wear your own mask or buy a mask from the salon
- ✓ to bring gloves if you choose to
- ✓ To regularly use hand sanitisers provided
- ✓ We will not be serving refreshments
- ✓ We will not be having magazines in the salon
- ✓ To contact us and rearrange your appointment at no additional cost - if you have a temperature, or are feeling unwell, or if any person in in your household is feeling unwell or is self-isolation
- ✓ We are happy to discuss an of your individual concerns, please feel free to call the salon or speak in confidence with a member of our team

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Please read before attending any appointment at Holcombe Spa Hair & Beauty
and feel free to contact us with any arising questions

Coronavirus (COVID-19) Infection Prevention & Control Policy

We have all been affected by the coronavirus (COVID-19) pandemic. Here at Holcombe Spa Hair & Beauty want you, as our clients to be reassured that your safety is paramount to us therefore we have had to make some changes to the way we work. These changes will be implemented from the day we reopen the salon, and will remain in place for the foreseeable future. We ask that you respect and adhere to the new processes within this letter, for your own safety and the safety of our staff who have been fully briefed and trained on the new changes.

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

Our priority is to keep you as safe as possible, and whilst the salon has been closed 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 as well as the Barbicide Certification of Sanitation and Disinfection Practices and the Barbicide COVID-19 Certification and L'Oréal Coronavirus Infection Control and Hygiene & Safety Certificates. We have since made a number of changes in the way that we operate that you will notice when you next visit.

For us to continue to work safely within the salon we have decided to use the front door only for entry and exit from the salon. This will enable us to greet you upon arrival and take your temperature, using a hand held forehead thermometer, before you leave the reception area. There will be a sanitise station to be used by all clients on arrival, along with other hand sanitiser pumps available throughout the salon.

Booking Appointments

All members of staff will have their temperature checked on arrival and if they feel ill or have symptoms of COVID-19, they will self-isolate immediately. 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,

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you will be able to re-book again after the 7-14-day isolation period or rebook with a different stylist or therapist.

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.** 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, we ask that you attend your appointments as close to the appointment time as possible. Please do not turn up early or late for appointments. If you are early, please wait in the carpark until your appointment time and where possible, maintain a suitable social distance when entering and leaving the salon. Each member of staff will disinfect and sanitise their working area in between each client.

As well as individual working area, we have increased the frequency of cleaning in the whole salon, we will be doing a full salon clean at lunchtime and at the end of each working day. Common surfaces such as toilets and door handles will be cleaned by staff on a regular basis, in between clients and whenever possible.

All tools and equipment will be disinfected or sterilised in line with the specific manufacturers' instructions for your safety in between each client.

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.

Please don't be surprised or upset if our staff use personal protective equipment (PPE) during your visit and during your treatment. This will include disposable gloves, facemasks, aprons and visors where appropriate.

We request all clients wear a facemask. Disposable gloves can be worn by choice, these will need to be applied after the hand sanitising process and a new pair will have to be worn after toilet visits or room swaps. Where possible we ask you to bring these items yourself, we will have branded masks for sale if needed. If you do choose to wear disposable gloves, please remember to bring 2-3 pairs so you can change them when needed.

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We ask that you please come to the salon by yourself (unless you are bringing a school-age or younger child).

Unfortunately, we will not be offering magazines or beverages until further notice and we ask that you only bring essential items with you e.g. Purse, phone, small handbag.

We can confirm that all towels have now been replaced by disposable towels and we can assure you that of our uniforms are washed at 60 degrees Celsius which is in line with government guidelines.

All disposable items will be bagged and safely removed from the treatment area every day.

Our Treatments

We have carried out a risk assessments and we have decided that, unfortunately, the following treatments cannot be provided until further notice - FACIALS, MASSAGES, SPRAYTANS AND MAKE-UP APPOINTMENTS.

We are confident that we can continue to provide all other treatments safely.

During your Treatment

Our staff understand the importance of hand hygiene and we will ensure that we wash our hands in accordance to 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 them.

After the Treatment

We will not refuse cash payments but we would prefer if you could pay for your treatment by card, Apple Pay or in ADVANCE using bank transfers.

All of 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,
Katie Robinson