

## **Coronavirus (COVID-19) Infection Prevention & Control Policy**

**For**

### **Massage in The Hut**

All of us have been affected by the coronavirus (COVID-19) pandemic. I really hope you and your family have managed to stay safe and well.

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 Hut. I have implemented a number of changes which I would like to make you aware of. During the time The Hut 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 that I operate that you will notice when you next visit.

#### **Booking Appointments**

If 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 or ask for a full refund if you have already paid.

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 YOUR APPOINTMENT**. You will not be charged for any appointments which you miss due to illness or shielding through self-isolating.

#### **Visiting The Hut**

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 Hut including making sure that common surfaces, door handles etc. are wiped clean using disinfectant products between each client.

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.

There will be hand sanitiser available for you to use when you come into The Hut.

Please wear a facemask to The Hut and I will not be offended if you choose to wear disposable gloves when you visit The Hut and during your treatment if this is appropriate.

I will wear a visor and a mask as protective equipment (PPE) during your visit and during your treatment.

I can confirm that the laundering of massage towels is a priority and can assure you that all massage laundry is washed at a minimum of 60 degrees C. I will also be using new pillowcases around the face cradle under the paper and change after every client. Alternatively, if you feel comfortable bringing your own towels and pillowcases, please do.

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

### **My treatments**

I have carried out a risk assessment on all treatments and am confident that I can continue to provide these safely.

### **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 (as I have always done.)

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.

### **After the treatment**

In order to avoid handling of cash, I would prefer if you could pay for your treatment in advance 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.

Thanks you for your understanding.

**Nicky Scott-Harden**

**27<sup>th</sup> November 2020**