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

**For**

**CORNISH BEAUTY ROOMS**

All of us have been affected by the coronavirus (COVID-19) pandemic.

Ihave missed being able to offer you the treatments that Iknow you love, and I am looking forward to seeing you again as soon as possible.

Cornish Beauty Rooms’ 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 that we operate that you will notice when you next visit.

**Booking Appointments**

If I feel ill or have symptoms of C0VlD-19, I will self-isolate immediately and not come into the salon. 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 or voucher.

If you or any of the people you live with feel ill or display any symptoms of C0VlD-19 – please advise us as soon as possible and DO NOT COME TO THE SALON 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 relating to COVID 19 symptoms. This does not include the following; problems with childcare, change to work patterns etc. This will still be subject to at least 24 hrs notice and if not a 50% charge of the appointment missed will still be charged. I am a small business trying to keep afloat!

**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 put a one in one out policy in place. I shall be leaving more time in between appointments so that only one client at a time is in reception.

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.

I will understand and not be offended if you wish to wear a face mask 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 Iuse 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 I *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**

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

**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 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 by card or in advance using bank transfers. Please let me know if you would like the bank details before your appointment.

All of these procedures have been implemented for your safety and mine. We 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.

Natalie Anthony

Salon Owner

May 2020