



## COVID19 Prevention & Control Policy

Who knew what 2020 would bring us? It's certainly been a crazy year already and its only June. We have all be affected by covid19 and had to change our normal daily lives to a new normal. As a small business this time has been one of the hardest times faced in the 8 years I have been open. It's had lots of challenges but also some positives. Please understand that when I open there will be a lot of changes to how you would normally find Vicky's Beauty Treatments. Times are still hard and as any other therapist out there we are trying to find our feet again. My priority is to keep you all safe whilst trying to rebuild my business. During the time I've been shut I have completed numerous courses including the COVID19 Infection Prevention & Control course. Please be patient and kind whilst I try to adapt to the current situation.

**Please take the time to read the following. I know it's lengthy but I need you to help me during this time to get back up and running. Without you complying I will be unable to do so.**

### Appointment Bookings

I am still unaware of what date I will be offering appointments again. There is to be an announcement on the 25<sup>th</sup> June when hopefully I will know more. The government are currently advising the 4<sup>th</sup> July. This will be dependent on the 'R' number. I have followed government guidelines throughout and I will continue to do so. As a mobile therapist this means the opening date could be longer due to not having a permanent set up and entering people's homes. Upon opening I will need to make sure I have the appropriate PPE in place to follow guidelines when performing treatments. As soon as I am able to open I will do so and I will be contacting you all, to get you booked in and see your lovely faces.

### Patch Tests

Due to the length of time I've been closed I will need to carry out a patch test again for all tinting and eyelash perming treatments. This will need to be done at least 24hrs prior to your treatment/s. It only takes 10mins. This will not be able to be carried out until I am back open.

### Consultation Forms

Please be aware that I will need to update all consultation forms in relevance to COVID19 and insurance reasons. You will be asked to sign a declaration to confirm that you have read my COVID19 terms and conditions.

## Treatment Times/Trading Hours

I will arrive to your appointment time as close as possible. Please be aware that treatments will take longer than normal due to extra cleaning precautions that will need to be in place.

I will not have set trading hours due to a reduced capacity and extra cleaning time during the current situation.

## Pre Treatments

Please can I ask that you make sure that all areas in which your treatment will be performed are clean and disinfected prior to my arrival.

Ideally if you could be the only one at home that would be great, if not we would need to be in a separate room to the rest of your household.

Please wash your hands with hot water and soap. I will be washing my hands where possible before treatment/s however if I don't have the facilities to do so I will have hand gel to use.

I will confirm your appointment the day/night before, please can I ask that you confirm back even if it's with a simple yes or no.

## During Treatments

During your treatment I will ask that you wear a face mask. I will be able to supply you with a disposable one for a 50p charge. However if you have your own I am more than happy for you to use this providing it's clean. I will be wearing the appropriate PPE where needed i.e. gloves, aprons and face mask.

If you start to feel unwell before or during your treatments please let me know straightaway as we will need to stop and reschedule to protect ourselves and others.

I will continue to wash my hands throughout your treatment/s where needed.

My aim is to make your treatment/s comfortable and safe. If you have any questions please let me know and I will do what I can to satisfy you.

## Food & Drink

During your appointment I will be unable to accept drinks or food from you, please don't take offence. I will bring my own with me during this time.

## Cleaning

I will be cleaning my car before, in between clients and after.

I will be cleaning tools and equipment as always to stop cross infection and contamination. I will be sanitising, disinfecting and sterilising during your appointments. You will notice changes in some of my equipment to make it more hygienic during this time. This may lead to a permanent fixture. Tools will be disinfected and sterilised where possible and if they are unable to be, they will be disposed of.

I will be laundering all towels, washable face masks and uniform at 60 degrees.

Please can I ask that I dispose of any waste from your treatment/s in your bin, this will separately bagged up. This will not include my PPE; I will have a waste bag to take this away with me.

## Cancellations

If I feel unwell or have any signs of COVID19 I will self isolate immediately and will have to cancel all appointments, this could be at short notice. I understand this may be inconvenient but your safety is my priority. If your appointment is cancelled, I will be more than happy to rebook once I am clear of all symptoms.

If you or any other person in your household have signs of COVID19 or feel unwell please advise me straightaway and cancel your appointment. There will be no cancellation fee for illnesses due to COVID19. Please be honest as I am a small business trying to get back to treating you all.

## Payments/Loyalty Cards/Gift Vouchers

Whilst I have been shut I have invested in a card machine so I can do contactless payments. I will still be happy to accept cash but would prefer payment by BACS or card just to avoid any spread of the virus.

I will no longer be taking your loyalty cards, so once they are full please throw them away. However the loyalty scheme will still be in place and I will be keeping a record of when you're due your loyalty discount.

If you have a gift voucher or would like to purchase a gift voucher please note I will only need your voucher reference for it to be redeemable.

## Prices

Some treatment prices will have increased upon reopening. The current situation means that suppliers have had to increase their prices, which has a knock on effect.

I now have to consider the extra time it will take to perform each treatment and the extra cleaning and PPE that will be needed. To reopen and continue operating I will have to do this. I hope you all understand and will support me once back open.

### Treatments

Until the government have announced more I am unaware whether I will be able to perform all treatments that I currently offer at the moment. It may be a restricted treatment menu. You will see a few new treatments on the pricelist which I was going to announce back at the start of April but this obviously didn't happen.

**Thank you for taking the time to read through this.  
Please note some of these points could be subject to change once the  
government have given more guidelines.**

**Vicky** 