

# COVID-19 HEALTH & SAFETY POLICY

To help minimise the risk of infection and to ensure the health and safety of all clients and staff, we have made some necessary adjustments to the salon operations, the way we plan our diary and the timings of our services.

All employees have completed the Barbicide COVID-19 Safety Course. The salon manager has also completed the City Guild COVID-19 Infection & Prevention course. All certificates will be on display in the reception area.

The changes we have implemented will minimise the risk of infection, allow for thorough cleaning in between services, good hygiene, and social distancing (where feasible).

## **Prior to Arrival**

If you have any symptoms of COVID-19 and or if you have been in contact with anyone who has symptoms, or who has tested positive for COVID-19, or if you have travelled to and or from any country which is classed as high risk, within 14 days of your scheduled appointment, please contact the salon to rearrange your appointment. For more information on these guidelines please refer to our 'Cancellation Policy' and or visit <https://www.gov.uk/coronavirus>

## **Arrival Procedure**

Please arrive promptly to your appointment. Due to the current COVID-19 pandemic and scheduling commitments to other clients' schedules, we may need to reschedule any appointments for which you do not arrive to promptly.

Please do not bring anyone with you to your appointment unless you have arranged this with the salon manager prior to your visit.

Please only bring personal belongings which are absolutely necessary.

Upon arrival please wait outside the front door until you are greeted by a member of staff.

In the reception area you will find a hand sanitising station and coat rack. You will be required to hang your own coat and sanitise your hands before being directed to your allocated styling station.

Clients' who are arriving together will be seated together where possible; however, we cannot guarantee this. To avoid confusion, we request that you please maintain social distancing at all times whilst in the salon.

## **Health & Safety During Your Appointment**

The only close contact will be with your stylist/s. All stylists will be wearing a visor, gloves and disposable aprons which will be changed between appointments.

Face coverings / masks are not mandatory; however, there will be periods throughout your service where the one-meter distance rule cannot be adhered to. During these aspects of your service it is mandatory for you to wear a face covering / mask. You will be required to wear a face covering / mask during the application of bleach, the application of your colour, whilst having your hair washed / dried and during the cutting and finishing stages. Wearing a mask at all other times throughout your service is optional.

If you have specific health concerns and or if you fall into the moderate / high-risk categories listed on gov.uk website, please mention this at reception upon your arrival and we will ensure that your stylist/s wear a face covering /mask (in addition to a visor) for the duration of your appointment. We also strongly advise that you wear a face covering / mask for the entirety of your appointment.

For environmental reasons we would encourage you to bring your own reusable face covering / mask. If this is not possible, a disposable mask will be provided at no extra charge. We do however encourage clients to make a small donation which we will donate to the NHS.

To ensure one-meter distancing can be maintained at all times (where feasible), we have installed social distancing screens at the reception desk and back wash area. We have also reduced the number of clients and staff allowed on the premises at any one time. All styling stations are at least one meter apart.

If you need to visit the rest room, please speak to a member of staff so we can make sure the area is free.

Where possible please do not leave your styling station without speaking to a member of staff first.

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## **Cleaning**

The salon will be deep cleaned and fully sanitised at the end of every day. High use areas, such as the rest room, back wash and reception areas will also be cleaned and sanitised periodically throughout the day.

Shared items such as brushes, scissors and combs will be cleaned and fully disinfected at the end of each day. Disposable PPE such as gloves and gowns will be changed frequently and safely disposed of in between services. Reusable PPE such as visors and face masks will be changed and cleaned / sanitised at the end of every day.

To support the environment, we have adopted a new recycling system to accommodate all the new waste as a result of additional disposable PPE.

## **Refreshments / Entertainment**

For additional protection and to avoid cross contamination, unfortunately our usual complimentary lunch and refreshments will not be available during your visit.

We will only be providing filtered water, tea a coffee in disposable cups.

You are permitted to bring your own refreshments / lunch; however, any refreshments must be consumed whilst at your styling station and any waste / packaging must be taken away with you or disposed of on your way out. There will be a bin in the reception area next to the sanitising station.

Please do not share food, drink and or personal belongings with another client.

Shared items such as magazine, unfortunately will also will not be available. Please feel free to bring your own entertainment; however please make sure you keep it with you at your styling station.

Background music will be provided as usual but will be kept at a lower volume. This is to avoid any raised voices and the possibility of increased airborne particles.

Thank you in advance for your continued support.

**Catherine Boden x**

