

COVID-19 Infection Prevention & Control Policy

Your
BEAUTY SECRET
— EST 2016 —

At Your Beauty Secret, **our priority is to keep our clients, staff and community safe.** Our entire team have completed the Coronavirus (COVID-19) Infection Prevention and Control course, accredited by the Guild of Professional Beauty Therapists Ltd, the UK trade body for our industry.

In response to the pandemic, we've made a number of operational changes which you'll notice when you next visit us.

1.0 Your appointments

If you or anyone you live with feels ill or displays symptoms of COVID-19, do not come to the salon, and let us know as soon as possible. We've temporarily amended our cancellation terms and conditions so that you will not be charged for any missed appointments due to this illness.

Likewise, we may have to cancel your appointment at very short notice; all our staff will self-isolate if they feel ill or have any COVID-19 symptoms. They will not come to the salon. We appreciate that this would be inconvenient, however, it's for everyone's safety.

In the event your appointment is cancelled, you'll be able to rebook or request a full refund of any monies already paid.

2.0 Visiting the salon

For your safety and to maintain physical distancing, please 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 leaving.

We've staggered everyone's appointments to ensure there is no more than 2 clients in the salon at any given time, and also to ensure no clients arrive and depart the salon simulatenously.

2.1 Cleaning and disinfecting

We have increased the frequency of cleaning in the salon including making sure that common surfaces, toilets, door handles and regular touch points are disinfected between each client.

All tools and equipment will be disinfected or sterilised in line with the specific manufacturers' instructions.

Wherever possible we will utilise environmentally friendly, single use items during your treatment which will be disposed of safely after use in order to protect you from cross infection.

Salon towels and uniforms will be regularly and thoroughly washed at 60C.

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2.2 Personal hygiene and PPE

Soap and hot water will be available for you to regularly wash your hands. Hand sanitiser will also be available for you to use when you come into the salon.

We won't be offended if you wish to wear a face covering or wear disposable gloves when you visit the salon, including during your treatment.

Our staff may use personal protective equipment (PPE) during your visit and treatment. This may include disposable gloves, face coverings, eye protection and aprons where appropriate.

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

3.0 Your treatment

We've carried out a risk assessment on all treatments and we are confident that we can continue to provide these safely.

3.1 During your treatment

We understand the importance of hand hygiene and will ensure that we wash our hands in accordance with NHS recommendations before the start of your treatment, and regularly during.

We will make your treatment as safe, comfortable and enjoyable as possible. If you have any concerns about your treatments, please let us know.

3.2 After your treatment

In order to avoid handling of cash we would prefer if you could pay by card or in advance using bank transfer. Please ask us for our bank transfer details if you'd like to do this.

All of our COVID-19 Secure procedures have been implemented for the safety of you, our clients, as well as our staff and community. We'll continue to take advice from the government, NHS and Public Health England (PHE) regarding safe practice and will amend our procedures as necessary.

If you have any questions or queries, you can contact us as below:

Phone 01484 767320

Email hello@yourbeautysecret.co.uk

Thank you