

REOPENING PROCEDURES AND GUIDELINES

We're so pleased to be able to reopen our doors after a very long few weeks, but unfortunately this means we have to work in a slightly different way to what we've become used to over the past 12 years. Below is some information for you on what we'll be doing to keep you and ourselves safe in the salon and what we ask you to do when you come for your treatment. We thank you in advance for your cooperation and look forward to seeing you for some much-needed TLC soon!

What we will be doing:

- We will be operating a one in one out policy – there will be no 'waiting area'. This also means that we are very happy for you to wait while your toes dry after your pedicure but we kindly ask that you leave as soon as they are touch dry (this should be within 10 minutes)
- We are allowing extra time between appointments in order to sanitise the treatment rooms and reception between clients
- We have redecorated the salon prior to reopening and have deep cleaned. The salon will be thoroughly cleaned at the end of every day
- We will be wearing the recommended PPE throughout our working day in accordance with the current government requirements
- As always, towels and gowns will be changed after each client and for some treatments we will be using disposable paper couch cover. We have made the decision not to use disposable towels as we feel this is not environmentally responsible
- For now we will not be able to offer refreshments, e.g. water, tea, coffee etc
- For now we will not be using the warm Pindas at the start of our facials or massages
- Regrettably we will be temporarily suspending our loyalty scheme but will be replacing it with a new (and better!) scheme soon
- We have decided not to increase our treatment prices but due to the increasing cost of products, disposables, PPE, cleaning products etc we will be adding an additional £1 per client to cover this

What we ask you to do:

- If you are a new client please fill out the consultation form that we will be sending to you in regards to your health.

- Where possible please arrive to your appointment alone and leave all personal belongings in the car, e.g. coats, mobile phones, handbags etc and only bring into the salon your payment method
- Please do not arrive too early for your appointment and please wait in your car until we open the door for you
- Please wash your hands immediately on entering the salon. As you know we have basins in the treatment rooms and you are very welcome to use these after your treatment should you wish.
- It is mandatory to wear a face covering at all times in the salon unless your treatment requires you to remove it. We have both disposable and reusable face coverings available to buy should you forget to bring your own!
- Please bring a water bottle with you if you wish (and/or a hot drink if you are coming for a manicure/pedicure)
- Please remove your jewellery before your appointment and leave it at home
- We will be removing all touch items for now, e.g. magazines, treatment lists, samples, testers but these are all still available on request
- Please don't handle our retail items. They are of course still available to purchase but please ask one of us to get whatever you need and we'll be delighted to help.
- Whilst many places ask you to use a contactless method of payment, we are also happy to accept cash and would ask that if your treatment is less than £10 please try to pay with cash if you can
- We are working on a 'by appointment only' basis, so please call us in advance to make an appointment/purchase products or vouchers etc
- It almost goes without saying but **PLEASE DO NOT ATTEND YOUR APPOINTMENT IF YOU HAVE ANY COVID-19 SYMPTOMS OR HAVE BEEN IN CONTACT WITH ANYONE WITH SYMPTOMS WITHIN THE LAST 14 DAYS**
- Please acknowledge that you have read these guidelines via email. Without acknowledgment we will be unable to carry out your treatment

We appreciate that this may feel a little daunting to begin with but we want to do our best to keep everyone as safe as we can. Rest assured that we will make your visit to us as lovely as you'd expect it to be!

We look forward to welcoming you back soon. Sophie, Jill and Sarah xxx

