

## **Ambience Beauty Salon Covid-19 Policy**

12<sup>th</sup> July 2020 - updated October 2020

You're in safe hands....

Ambience has always maintained the highest hygiene possible, but we have implemented a number of strict new measures to ensure the safety of our clients and team.

### **Pre Screening:**

You will be contacted prior to your appointment and asked about your health and well-being. Please fully answer the questions as no access is permitted to the salon without this completed form.

### **PPE:**

All staff have been provided with the correct and appropriate PPE to be worn at all times. We have protective "sneeze" guards in place and additional signage instructions throughout the salon.

### **Cleaning:**

We are now using enhanced hospital grade sanitisers throughout the salon (Sanosil S003). Daily "fogging" is carried out in the treatment rooms. Commonly touched areas such as entrance door, door handles, hand mirrors, card payment machine, door entry units will be sanitised between each contact.

### **Hands:**

We have sanitation stations and sinks in all areas of our salon. Regular hand washing during and between clients will always be carried out at Ambience.

### **Towels:**

We have a minimal cross contact approach, where disposable items are not suitable, plus choosing to reducing the high volume of waste of disposable items, we will replace any reusable towels/sheets/hair coverings used between clients. These items will be washed at a high degree wash with a laundry detergent that will meets the EN 14476 requirements for the H1N1 virus.

### **Waiting area:**

To comply with social distancing our reception/retail area will be temporarily unavailable. Please arrive on time, wait where indicated. Your therapist will collect you and take you directly to your sanitised treatment room.

### **Toilets:**

At present the government guidelines prevent us from allowing our toilets to be used by customers or clients. We apologies for this inconvenience, but it is for everyone's safety.

### **Staff Training:**

Our team have all undergone enhanced training in hygiene and safety protocols via the guidelines from our industry professional bodies, WHO, HSE and government policy. This is constantly being reviewed and updated accordingly. Please note that there may be some new protocols in place for your treatments which may alter them slightly, this is for both you and your therapist's safety. Some treatments may have to have the doors left open for ventilation or might have to be removed temporarily or unavailable in individual bookings (a minimum booking time/amount may be introduced).

### **Minimum spend introduced:**

We have had to introduce a temporary minimum spend to visit the salon. The amount is £12.00 this can be in treatments and or a retail mix. Due to the high levels of PPE and additional cleaning times required we can no longer offer small treatments individually (ie eyebrow shaping). It will be ideal to book your treatments in bundles to avoid this charge, same household members can book small treatments together to avoid the charge.

### **Occupancy:**

We have lowered the levels of occupancy in the salon and we have staggered arrival times for clients. We have introduced additional sanitisation time between each appointment. **We may have to alter or reduce our advertised opening times, please check before your visit**, additional "vulnerable" client appointment times are available upon request outside of the salon's usual opening hours.

### **Risk Assessment:**

We have completed a risk assessment for all areas of the business, this is reviewed regularly.

### **Updated policy:**

We have a temporary change to our cancellation policy if you are unable to attend to any Covid-19 related issue, we will waive the short notice cancellation fee.

Gift voucher purchases that were due to expire during the "Lockdown" period will have an extended expiry date than that shown on the voucher already. **All expired vouchers must be used by the end of December 2020.**

### **Your support:**

We ask that you will support us in keeping our salon as safe as possible for you by:

Reschedule your appointment if you are unwell.

Please sanitise your hands when you arrive immediately (remove any gloves that you may be wearing, either put in your bag/pockets or dispose) Please wear your own face mask/covering, we can provide PPE, if you require for a small charge.

Pay attention to the new signs throughout the salon.

**Please arrive on time, we may not be able to carry out your treatment if you arrive more than 5 mins late, we may have to reduce it or reschedule**

**Thank you for following our new rules**