

Ambience client quick guide to Beauty Treatments, Covid-19 Rules:

You're in safe hands...

This guide is to assist you for your what to expect during your appointment, please refer to our full Covid-19 policy if you require any further information. Thank you.

- Some treatments may be temporarily unavailable (Please check which treatments can be carried out before booking) or may be adjusted slightly for safety measures.
- A minimum booking time and spend may be introduced (treatments under 45mins will not be allowed to book individually, for example, An eyebrow wax/thread will have to be booked with another treatment, say a vision manicure or half leg wax)
- On-line booking is now available, as well as telephone bookings.
- No walk-ins are permitted, not even to book an appointment.
- A pre-screening call/questionnaire is required to be completed prior to every appointment booked. No treatment can proceed without this.
- Please scan our QR code on arrival for NHS test and trace.
- Toilets are currently not in use for clients.
- Please bring your own reading material/refreshments, sadly we are not permitted to provide any.
- Please leave all none essential items at home, or in your car.
- Please arrive alone for your appointment.
- Please stand where indicated in the open spaces of the salon.
- Respect and follow the safety guidelines displayed around the salon.
- Waiting area is not in use. Please arrive at the correct time. Your therapist will greet you at the door and perform our "welcome ritual"
- **Welcome ritual:**

Gloves worn prior to entry to salon will be removed (put in your bag, pocket or disposed of) and your hands will be sanitised.

All of your personal items will be placed in a sanitised box and carried to the treatment room.

The appropriate PPE will be worn by your therapist and provided for you, if required (a small charge will be added to your bill), you may wear your own face mask/covering and clean gloves if preferred.

- Some rooms may remain open during treatments for ventilation.
- Re bookings and payments will be completed within the treatment room where possible.
- Please use contact less payments where possible.

Our team have all undergone enhanced training in hygiene and safety protocols for your safety whilst you are in the salon. We hope you can relax and enjoy your well needed pampering. As always please contact us if you have questions or concerns.

Thank you for valued custom and for following our new rules.