



Coronavirus (COVID-19) Infection Prevention & Control Policy

For

Kerry Millington T/A Kamala

All of us have been affected by the coronavirus (COVID-19) pandemic. Due to the widespread level of infection and the safety of myself, clients and our families I have made a few adjustments to services.

I have missed being able to offer you the treatments that I know you love, and I am looking forward to seeing you again as soon as possible.

My priority is to keep you as safe as possible, and prior to re-opening the centre, I have implemented a number of changes which I would like to make you aware of. During the time the centre has been shut, I have completed the Coronavirus (COVID-19) Infection Prevention and Control course which is accredited by the Guild of Professional Beauty and Holistic Therapists Ltd, the UK trade body for our industry. I have since made a number of changes in the way that we operate that you will notice when you next visit.

Booking Appointments

If I feel ill or have symptoms of COVID-19, I will self-isolate immediately and not come into the centre. This may mean that I have to cancel your appointment at short notice. I appreciate that this may be inconvenient but it is done entirely for your own safety. If your appointment is cancelled you will be able to re-book again or ask for a full refund / voucher.

If you or any of the people you live with feel ill or display any symptoms of COVID-19 – please advise me as soon as possible and **DO NOT COME TO THE CENTRE FOR YOUR APPOINTMENT**. I have amended the booking terms and conditions and you will not be charged for any appointments which you miss due to illness/ other.

Visiting the Centre.

For your safety and to maintain social distancing, I ask that you 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 just leaving.

I have increased the frequency of cleaning in the centre including making sure that common surfaces, toilets door handles etc. are wiped clean using disinfectant products between each client where possible.

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

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

You will have access to soap and hot water to wash your hands with as soon as you enter the salon, Please ensure as a priority this is the first thing you do when you arrive.

I will understand and not be offended if you wish to wear a facemask when you visit the centre and during your treatment if this is appropriate. If you decide to do so, please bring your own mask to your appointment. However, for reasons of hygiene and cross infection please do not wear disposable gloves to the centre.

As per guidelines I will use personal protective equipment (PPE) during your visit and during your treatment. This may include face screen/ facemasks / aprons where appropriate.

I can confirm that the laundering of centre towels and uniforms, is a priority I can assure you that all salon laundry is washed at 60 degrees Celsius. I will be using smaller blankets that will be changed for every client and washed as recommended.

All disposable items are bagged and safely removed from the treatment area every day or at regular intervals during the day.

My treatments

I have carried out a risk assessment on all treatments and I am confident that I can continue to provide these safely. Following guidelines the following treatments cannot be provided until further notice;

- Facials

There may be changes to the following treatments, this will be discussed upon booking;

- Head & face massage
- Ear Candling

During your treatment

I understand the importance of hand hygiene and I will ensure that I wash my hands in according with NHS recommendations before the start of your treatment.

I will try to make your treatment as safe, comfortable and enjoyable as possible. If you have any concerns about your treatments please let me know and I will do what I can to satisfy you.

After the treatment

I am still accepting cash or PayPal as a form of payment.

All of these procedures have been implemented for your safety and mine. I will continue to take advice from the Government and the NHS regarding safe practice and will amend them as necessary.

Thanks you for your understanding.

Kerry Millington

01/07/2020