

Coronavirus (COVID-19) Infection Prevention & Control Policy

For

Deborah Alfa LTD

The whole world has been affected by COVID-19 and for us it has been an emotional rollercoaster. Although we have enjoyed this time with our families, we have deeply missed seeing all our lovely clients during this time and being able to offer you the treatments that *we* know you love, and *we* are looking forward to seeing you again as soon as possible.

The team at Deborah Alfa have all been working hard behind the scenes to ensure that we can open our doors safely.

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

Booking Appointments

If *any of our staff* feel ill or have symptoms of COVID-19, *they* will self-isolate immediately and not come into the salon. This may mean that *we* have to cancel your appointment at short notice. *we* 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 *voucher if your appointment was pre-paid for*.

Client health check

Please complete our client health check questionnaire 48 hours prior to your appointment. If you answer yes to any of the questions or if you or any of the people you live with feel ill or display any symptoms of COVID-19 – please advise us as soon as possible and **DO NOT COME TO THE SALON FOR YOUR APPOINTMENT**. *We have amended our booking terms and conditions and you will not be charged for any appointments which you miss due to the covid illness. But we do request that you inform us as soon as possible.*

Visiting the Salon

For your safety and to maintain social distancing, *we* 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.

If you are late for your appointment we may not be able to offer the service you are booked in for as this may result in too many people attending the salon and we may have to re-schedule.

We ask you to leave your coat in the car and only bring your essentials into the salon with you. Payment card, keys, phone. You may bring a book/kindle/ipad as magazines will no longer be provided.

Please arrive on your own do not bring anybody with you. We can allow one parent per one child having a hair service with social distancing measures in place.

Pods

Your stylist/therapist will be allocated a pod number please use this entrance/exit to attend your appointment to avoid too many people attending the reception area.

When you arrive you will be asked to use hand sanitiser and we will provide you with a mask to wear during your service.

Please do not be alarmed when you see your stylist looking like someone from ET we are still the stylist/therapist you know and love and we are still able to provide you with the service that you deserve.

Hygiene

All pods will be provided with the correct PPE and cleaning stations.

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

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

Wherever possible we 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.

We will also have hand sanitiser available for you to use when you come into the salon. You will have access to soap and hot water to wash your hands with as soon as you enter the salon if you feel safer to do so.

We will be using disposable equipment including towels, gowns and aprons. All disposable items are bagged and safely removed from the treatment area between **each client**. Uniforms is a priority **we can** assure you that all salon laundry is washed at 60 degrees C and uniforms will be changed on a daily basis.

Refreshments

We are aware that you only come to visit us for our lattes and sweets but unfortunately we are unable to offer any refreshments at this time. We will however provide you with bottled water that you will take home with you to dispose of at home. Please do not bring any food or drink into the salon.

Our treatments

We have carried out a risk assessment on all treatments and *we are confident that we can continue to provide these safely. We have decided that the following treatments cannot be provided until further notice*

Facials and body massage.

During your treatment

Our staff understand the importance of hand hygiene and we will ensure that *we* wash our hands in according with NHS recommendations before the start of your treatment.

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

Toilet break

If you require to use the toilet during your visit we ask you to wipe down the seat and toilet flush with anti bacterial wipes provided and pop it into the bin. Ensure you wash your hands thoroughly.

Payment

In order to avoid handling of cash, *we* would prefer if you could pay for your treatment *by card or in advance using bank transfer.*

Risk assessment

A risk assessment has been carried out on the premises for your safety. We will continue to conduct daily risk assessments to ensure that we continue to offer the high standards of hygiene and safety during this time.

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

Our team

Our team would like to offer an extended Thank you for your understanding and continued support. We are aware that this is all going to be strange for us all but we will all get through it together. If you have any questions or are worried about anything please do not hesitate to call us we are here to support you.

Much love to you all

Deborah Alfa
27/6/20