

Coronavirus (COVID-19) Infection Prevention & Control Policy

For

Pampas Beauty Salon

All of us have been affected by the coronavirus (COVID-19) pandemic. We hope that you and your families are well and in good health. We have missed being able to offer you the treatments that we know you love, and we are looking forward to seeing you again.

Our priority is to keep you 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 courses which are accredited by the Guild of Professional Beauty Therapists Ltd, the UK trade body for our industry, Cidesco and Dermalogica our house product. So, 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 full refund / voucher.

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.**

If you have been shielding and now you can be in contact with people please do get in touch us when you feel you are ready to come in for a treatment.

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.

We will not have magazines in the salon and refreshments are also not available at this time.

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.

You will have access to hand sanitiser and/or soap and hot water for you to use on coming in and leaving the salon.

We will understand and not be offended if you wish to wear a facemask when you visit the salon and during your treatment. For manicures and gel polish on the hands it is required that you come in the salon wearing a mask. Due to the close contact that this treatment requires, it is best to protect both the clients and our staff.

Please don't be surprised or upset if our staff use personal protective equipment (PPE) during your visit and during your treatment. This may include disposable gloves / facemasks / visors/aprons where appropriate.

We can confirm that the laundering of salon towels and uniforms is a priority. We can assure you that all salon laundry is washed at 60 degrees C. However, 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.

All disposable items are bagged and safely removed from the treatment area between each client.

Our treatments

We have carried out a risk assessment on all treatments and we are confident that we can continue to provide these safely.

During your treatment

Our staff understand the importance of hand hygiene and we will ensure that I/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.

After the treatment

We would prefer if you could pay for your treatment by card or in advance using bank transfers but cash is still accepted.

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.

Thank you for your understanding and for your loyalty during this lockdown and difficult time.

The Pampas Team

Date: 10/07/2020