I am really excited about seeing you soon and looking forward to being able to finally reopen the salon again and getting your lashes and brows looking fabulous again! When we reopen you will still receive the same high-quality service, but certain things will be different.

It has been very difficult for all of us dealing with the impact of the global Covid-19 pandemic, but we have all learnt to adapt and deal with the changes to our lives.

Once the government allow us to re-open, as a business owner my priority is to follow the new guidelines provided to ensure the protection of you, my clients and myself.

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**COVID 19 INFECTION PREVENTION & CONTROL POLICY FOR**

**TRANQUILITY LASH & BEAUTY**

**Salon locations:**

I am awaiting confirmation to see if I can offer mobile appointments for my Milton Keynes clients but please rest assured, I have a room I can rent in Bletchley if I need to. I will let you know once the guidelines have been published.

My Brackley clients I will still be located at my sister’s home salon Rose & Pearl Beauty, 20 Robin Ride, Brackley, Northants, NN13 6PU.

**Booking appointments:**

My online booking system will not available to start with due to the additional health and hygiene procedures being followed and the requirement to have no cross-over at all between clients I need to manage this for now, you will still need to pay 50% deposit, I will invoice you. Please expect these invoices in the next week or so. Need to be paid by the end of June otherwise your appointment slot will be released to someone else.

You will still receive appointment confirmation and reminders.

🡪 Please send your appointment requests by completing the form on my website [www.tranquilitylashandbeauty.co.uk/appointments](http://www.tranquilitylashandbeauty.co.uk/appointments)

To begin with I am only taking bookings for the first two weeks from Monday 6th July, this is so I can easily shift these two weeks forward if the government moves the re-opening date to later. I will just shift the two-week block forward and then we can start looking at infill appointments etc.

The other thing to note is that due to the additional cleaning and turn around routines I am only going to book in short treatments like brow tint and shape and lash tint in addition to other treatments for now.

Please do not turn up early or late to your appointment, please remain in your car until your appointment time.

**Additional paperwork:**

There will be a pre-appointment wellness check sent to you 48 hours before your appointment that you need to complete and return to me.

At your appointment there is an additional client consent form to be completed for treatments during the Covid-19 Pandemic.

**Removal of soft furnishings:**

Covid-19 has been proven to live for a few days on some surfaces including fabrics so I am removing as many of these items as possible and replacing with surfaces that can be cleaned and disinfected between each client and will be covering these surfaces with paper couch roll to be disposed of after each client.

**Upon visiting our salon:**

* Wash your hands before coming to the salon
* Come alone to your appointments (no children, friends, sisters)
* Arrive on time to your appointment so, as not to cross over with other clients and to help us maintain our social distancing measures
* Temperature check with digital infrared thermometer (non-contact) your temperature will be recorded on your consultation form. Normal temperature range is 36.1 - 37.5 degrees Celsius. If over this, you will need to reschedule your appointment
* Please bring as little as possible with you, a box will be provided for you to place your items in, I cannot touch your coats or bags. Please bring a bottle of water with you if required
* Sanitize your hands upon entering the salon. Hand sanitizer will be available at the salon for you to use
* Whilst in the salon you will be required to wear a cloth covering/mask please bring your own if you have one or I do have some 3ply paper masks available.
* If you do need to cough/sneeze, please do so into elbow
* Payment is required to be by card or bank transfer (must be completed before you leave)

**Please also note that:**

**If you are feeling unwell with a high temperature / cough or you are living with someone who has symptoms of Covid-19, then please DO NOT attend your appointment, I will reschedule your appointment for a later date, taking into consideration that it can take up to 14 days for symptoms to start to appear**.

As you know I do have a clear cancellation policy, but I will reschedule your appointment if you have any signs of illness during this Pandemic.

I will be carrying out social distancing measures and extra cleaning schedules throughout the day, so please be patient with us whilst we deal with the added measures that we need to put in place to keep you and our team safe.

**Cleaning Procedures**

I have always followed a high standard of hygiene routines but as part of new guidelines implemented by the Government and recommendations from our industry trading body the NHBF National Hair and Beauty Federation I have reviewed these and will be completing the following;

A deep clean of the salon will take place before we reopen. Only one client and myself will be in the salon at any one time. Gloves will be worn during cleaning and thrown away afterwards.

**Daily routines:**

* The couch, surrounding area and trolley station will be cleaned down and disinfected before each client arrives. The couch has been covered with a wipeable plastic cover and the lash pillow has a waterproof cover that will both be disinfected between each client.
* Fresh paper couch roll will be placed on the couch, pillow and surfaces where tools may be set down, these will be disposed of after each client.
* Any tools used during the treatment will be disposed of, if one use only. Tweezers and other metal tools will be cleaned and disinfected then put in the heat steriliser for the required time.
* Between each client the door handles, light switches, sinks, card machine etc. will be cleaned and disinfected.
* All disposable products to go into main bin, which will have a plastic liner. This will be emptied daily and the bin cleaned with fresh diluted bleach after.
* At the end of each day the salon will be hoovered, all surfaces including floors cleaned completely and set up ready for the next day.

**Procedures I will be following personally:**

* I will take my temperature daily and record this
* I will wear gloves for cleaning and dispose of these and wear a fresh set for each client.
* I will wear a face mask at all times when clients are in the salon, the filters will be changed regularly and the mask itself washed frequently.
* I have a face shield that I will wear and disinfect after each client.
* I will wear a new plastic apron for each client and dispose of this.
* Uniform/Clothing will be washed after each day at 60 degrees and fresh clean uniform worn each day.
* Shoes will be removed at the door and a pair specifically for inside the salon will be worn during the working day.
* If I have any symptoms at all I will go home and self-isolate for 14 days. I will in this instance have to reschedule all appointments.

All guidelines will be in line with the Government recommendations and will be reviewed weekly. It is all being put in place for my clients and my own personal safety.

I look forward to welcoming you back through our doors soon!

I have missed you all so much. If you have any questions or concerns at all, please message me laura@tranquilitylashandbeauty.co.uk

Laura x