

Coronavirus (COVID-19) Infection Prevention & Control Policy

Our Salon

This policy has been drawn up in response to the current pandemic, using current guidelines and legislation available. All of these additional procedures have been implemented to ensure the highest standard of health and safety for our clients, and ourselves. We will continue to take advice from the industry bodies and government regarding all safe practices.

Amor Beauty's priority is to keep our clients safe, as far as possible, during their visit to us. As we get ready for re-opening some important changes have been implemented.

During our closure Sadiah has completed the Barbicide® Certification. The course covers training in proper sanitation and disinfection practices and procedures consistent with the highest industry standards, along with the Beauty Industry Approval Hygiene In The Workplace/Salon Certification – Coronavirus (Covid-19).

- We will ensure adequate ventilation throughout the salon with doors and windows open where possible.
- Extra hand sanitiser will be available throughout the salon.
- Increased cleaning of the treatment rooms will take place. This will include all common surfaces such as door handles, etc. These will be disinfected between each client.
- All equipment will be disinfected or sterilised in line with specific manufacturer's or industry guidelines for your health and safety.
- Where possible we will use sustainable, single-use items. These will be disposed of according to the supplier's guidelines to ensure you are protected from cross-infection.
- We will wear a face mask during your visit and would request you to wear a face mask also. If you choose to wear disposable gloves, we will respect your decision.
- Please do not be offended if we wear PPE (Personal Protective Equipment). This may include gloves, face mask, face shield or a disposable apron/non disposable apron, this will be dependant on the treatment being provided.
- All disposable items will be bagged and removed from the room between each client.

Appointments

- Prior to your appointment we will contact you via email to complete a COVID 19 form, this must be completed in order to proceed with treatment. If you are unable to complete the form online this will be done at your appointment. We must stress that you please try and complete this prior to attending.
- If anyone working at Amor Beauty becomes ill or show symptoms of COVID-19, we will self-isolate immediately. This will mean that we have to rearrange your appointment at short notice. This may, of course, cause inconvenience, but it is done for your own health and safety. We will rebook your appointment as soon as possible, and you will take priority over any new enquiries.
- If you or any of the people in your household feel ill or display any symptoms of COVID-19 please advise us as soon as possible and **do not** come into the salon for your appointment.
- Some treatments may not be immediately available due to government and industry guidelines.
- All bookings will be via appointment only, please telephone us to make an appointment and leave a message. Please note we will not be able to answer the call whilst we are with clients. The online booking system will not be available at this time. You can also send us an email with exact dates and times you are available for an appointment. We will contact everyone please be patient.

Visiting Us – What we expect from you.

- For your health and safety please arrive as close to your appointment time as possible, do not arrive early, this is to avoid coming into contact with anyone else. If you do arrive early please wait inside your car or outside the premises until your appointment time. Please do not arrive late for your appointment.
- Please note there will be no waiting area available inside the salon. Where possible we will escort you straight to the treatment room, where we will ask you to place your belongings into a plastic box with a lid, this includes mobile phones.
- Please arrive for your appointment on your own with minimal jewellery and personal belongings.
- No food or drink must be brought in from the outside.
- We will stagger customer arrival times to minimise close contact.
- We will clean the reception area regularly.

- We ask that you pay using card or other cashless means where possible.
- On arrival please sanitise your hands, wear the face mask and gloves (optional) provided. Your mouth and nose should be fully covered.
- Please avoid any unnecessary handling of furniture or salon property.
- Where possible please keep a 2 metres social distance.
- At this time please avoid use of the toilet facilities.

During your treatment

- We will ensure our hands are thoroughly sanitised as per current government guidelines prior to the start of your treatment.
- We are confident we will be able to provide our treatments at our usual high standard whilst ensuring your health and safety.
- If you have any concerns prior to the start of the treatment please do let us know as we may be able to adapt them slightly in order to put your mind at rest and still provide an enjoyable experience.
- Only water will be served in disposable cups.

After your treatment

- Once you have rebooked and paid please leave the premises promptly as a full disinfection of the salon needs to take place before the next client.

Review and Queries

This policy will be subject to annual review, or sooner if legislation or regulatory change. Any updates will be communicated to all clients and posted on our website and Facebook pages. All queries should be directed to the salon manager.

Lastly please bear with us whilst we adapt to our new normal. We thank you for your patience.