**Coronavirus (COVID-19) Infection Prevention & Control Policy**

**For**

**Eden Water Spa**

**(mobile spa service)**

All of us have been affected by the coronavirus (COVID-19) pandemic. We have missed 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.

Our priority is to keep you as safe as possible, and prior to re-opening we have implemented a number of changes which we would like to make you aware of. During the time Eden Waters Spa 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 we next visit.

**Booking Appointments**

If any of our staff feel ill or have symptoms of C0VlD-19, we will self-isolate immediately. This may mean that we will 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 C0VlD-19 – please advise us as soon as possible. *We have amended our booking terms and conditions and you will not be charged for any appointments which you miss due to illness related to Covid-19.*

**Visiting your home**

For your safety and to maintain social distancing, we ask that only the therapist and the person receiving the treatment will be the ones in the room.

Our frequency of cleaning has increased and all equipment, product bottles will be cleaned after each treatment.

*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.*

Therapists will bring their own hand wash and hand sanitiser in order to clean their hands regularly.

We will understand and not be offended if you wish to wear a facemask or wear disposable gloves when we visit your home and during your treatment if this is appropriate.

Please do not be surprised or upset if we use personal protective equipment (PPE) during our visit and during your treatment. This may include *disposable gloves / facemasks / aprons where appropriate.*

We can confirm that the laundering of towels, face cloths and uniforms is a priority and we *can* assure you that all spa laundry is washed at 60 degrees C

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

**Our treatments**

We have carried out a risk assessment on all treatments and *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 to wash our hands in accordance 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**

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

All of these procedures have been implemented for your safety and 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.

Melanie Williams

(Spa Owner)

18/6/2020