



### **Important Announcement for all our clients – Covid-19**

Following the Government's announcement Covid restrictions were relaxed from 19 July 2021, Chakra would like to re-assure you that we continue to take the health and safety of all our clients and staff very seriously. As a salon, we have always had high standards in place for hygiene, cleaning and disinfection and this will not change. As we prepare for restrictions to be lifted we have undertaken a review of the current processes, and have made the decision for extra measures to stay in place for the time being. This will be reviewed regularly. It has not been an easy decision but with the pandemic not over, we believe it is the right decision. These changes are on top of the usual measures we already had in place. You should know that we:

#### **In our Chakra Salon**

- Covid -19 risk assessment completed and staying Covid-19 secure poster is displayed in salon
- We have a restriction of the number of people within the shop at any one time.
- We have introduced a social distance system for coming in and out of the shop
- We are staggering client appointments, reducing the team being within the shop and have extended the time between appointments to properly clean and disinfect.
- There will be signage to guide you through the salon experience and will be on hand to help.
- We have protective screens for the reception and nail bar.
- The Salon continues to be deep cleaned every day prior to opening, and closing each day and after every client disinfecting rooms, reception, nail bar along with door handles, card machine etc.... Additional measures have also been put in place.
- We have air purifiers in the beauty rooms to help with ventilation.
- All items and equipment continues to be disinfected and sterilised after each treatment, and where can disposable implements are being used. A Glass Bead Steriliser is also used. All implements continue to be stored in Barbicide.
- The couches have plastic cover sheets over them and pillow cases for hygiene reasons, and will be sprayed with disinfection pre and post client appointments. Towels continue to be washed and replaced after client appointment and will be washed at 60 degrees. We have also introduced disposable towels for treatments where possible.
- Contactless, Card Payments or Bank transfer are the preferred method of payments.
- Doors will be kept open where ever possible to help for better air flow and filtration of the germs and virus.
- We have removed all brochures for the foreseeable and therefore encouraging clients to visit our website for further information. We have also removed all magazines and leaflets within reception.
- For the time being, we will not be serving or offering drinks or nibbles to clients. If you would like a drink please bring your own but we kindly ask not to bring any food.
- If you require products or gift vouchers and don't have an appointment – please use our click and collect service.
- Dr Sankar appts continue to be undertaken in his private clinic.

#### **Our Chakra Therapists**

- All staff have been refreshed on hygiene in workplace, barbicide, infection control and health and safety in workplace and Covid -19.
- All therapists will be undertaking treatments wearing the appropriate PPE - masks, gloves, aprons and visors,
- All therapists will be mostly working in treatment rooms, and clients will stay with that therapist for the duration of their appointment to minimise risk. Where possible, clients will also be kept in the same room for their treatment. If we needed to move, we would sanitise any area before and after each client.
- We will ask our therapists and staff to check their temperatures before coming to work and not to attend if have a temperature. Staff will have their health monitored daily. Therapists are not be



allowed to attend work if poorly, and therefore we may need to re-schedule appointments if this situation arose.

#### **Our Chakra Clients**

- We are asking clients to confirm when booking appointments and prior coming into the salon, and before we undertake any treatments that they or any one in their household are not experiencing any Covid-19 symptoms, or been told to self-isolate. If you are unwell PLEASE CANCEL your appointment and follow government guidelines to stay at home. Where required, we are advising clients that they will need to reschedule their appointment, so please don't be offended if we ask you to do this. Please don't attend if you or anyone your household has symptoms of Covid-19, are self-isolating or you have travelled aboard in the past 14 days. Please bring your pen to the appointment.
- Medical Consultation forms will be sent to clients via email prior to your treatment and must be returned before your visit. This will be mandatory. Please make sure we have your up to date telephone number and email address.
- Patch testing will be required for all treatments where necessary. We will also have to re patch test you again for future appointments if you have received a COVID 19 Vaccine or a have a Positive test result for Covid as this is classed as a medical Change.
- Please observe social distancing
- When you arrive we will encourage you to wear a mask for your duration at the salon. NHS QR Code poster is displayed in front window for you to scan to check in on arrival.
- There will no longer be a waiting area.
- We are asking all clients on arrival to use the hand sanitiser and pre-treatments to wash their hands thoroughly. If have any hand services we will also ask you to use the hand brush provided on your nails as well. Only paper towels can be used to dry hands. All therapists also have to the same. Hand sanitisers will also be located throughout the salon.
- Appointments will be limited and staggered to reduce volume of people for distancing.
- We would ask that you come alone and not with friends and family to minimise contact, unless you are unable and need help and arrive at the time agreed. You will need to wait outside of the shop or in your car until you are called in as shop door will be locked. This will be done by phone call or text. Please arrive on time for your appointment as we are having to follow a strict timetable to allow deep cleaning and maintain social distance requirements. Please be advised that if you are late due to the tight measures, we may not be able to undertake your appt.
- Please book all appointments. We are only offering pre-booked treatments, includes patch tests. No Walk Ins for time being.
- We will encourage you to wear your own mask on arrival to the salon, and will encourage you to wear this at all times whilst in the salon. We will provide a mask if you don't have one.
- We will be providing disposable bags to put your personal belongings in i.e. Clothes and shoes whilst having a treatment. Please avoid bringing a coat where possible
- For our vulnerable clients we will be offering the 1<sup>st</sup> appointment of the day, to reduce contact.
- We ask that you keep your personal belongings to the shop to a minimum. No Jewellery, and please keep your mobile phones and keys in your pockets and not place on any surfaces within the shop please do not take them out during your treatment unless absolutely necessary.
- We understand that sometimes appointments cannot be attended, but as a courtesy to our therapists and other clients please give us the following notice 24 hours prior to your scheduled appointment so please keep this in mind should you wish to cancel or rebook your appointment. Missed or late cancellations will be charged at 50% of the treatment; and treatments over £100 will require a 50% deposit. Should you feel unwell or develop any symptoms within 24 hrs of your appointment the cancellation charge will be waived as the wellbeing of our client and staff is our priority. If you are unsure whether to attend your appointment please call us so we can advise you.



Please be rest assured we are continually monitoring the situation and if we are advised to take extra measures we will do so, in the most responsible way advised by the relevant authorities. Thanks ever so much for all your patience, understanding and co-operation in these challenging times.

HealthSafetyclients 07.21