

To all our wonderful clients

In preparation for our return to work at Lara's Beauty Workshop and in this new era dealing with the impact of COVID-19 we wanted to let you know of the changes that we will be making in the salon to reassure you that our approach is fully aligned to the governments recommendations for a COVID-19 compliant environment. All measures taken are aimed at keeping us all safe and to protect our salon environment.

#### Our COVID-19 protection measures

For each client appointment full PPE will be worn. This includes: gloves, apron, face mask and full face shield. These will be changed for clean items after every treatment is completed.

Between each client appointment, all surfaces coming into contact with a person will be thoroughly cleaned, sanitised and wiped down with disinfectant. We will be allowing 15-30mins between appointments in order to do so.

Clients will be asked to enter the salon via the front entrance or back entrance upon arrival of their appointment. Please wait to be instructed as to which entrance you will be using. The doors will be open at all times allowing a fresh air flow through the salon. Please do not enter the building until told to do so via the appropriate entrance.

We will have no more than two therapists working at any time. No person shall cross paths with anyone other than the therapist you are scheduled to see.

#### New client requirements

At the time of booking and prior to agreement of any appointment and before entry to Lara's Beauty Workshop, each client shall confirm that they:

Have been following social distancing rules

Have had no COVID-19 symptoms for at least 7 days prior to the appointment

Have not been asked to isolate by the governments track and trace system

Have no test results pending

Has no one living in the same household that has been affected or has any symptoms

If you have any symptoms of COVID-19 then you are to inform your therapist immediately and an appointment will be re arranged for you for approximately two weeks time.

If you have been exposed to anyone with suspected COVID-19 please let us know and an appointment will be rescheduled for approximately two weeks time

Clients are required to bring and supply **their own** face mask for ALL treatments. Face masks are to be worn for the entire duration of your visit unless your therapist requires your mask off for a particular treatment. In this situation, you, yourself will remove your mask and then reapply as soon as able to do so.

#### On arrival to the salon

All clients are kindly asked to wait outside complying to the 2m social distancing rule or in their vehicle until told to come in - please do not ring the doorbell. Your temperature will be taken upon arrival and must be within the normal range (36.5-37.5). You will then be informed whether to use the front entrance or you may be asked to go around the back of the building to use the back entrance. Once in the salon you will be asked to wash your hands in one of the basins in the Orchard room or the Lilly room. Anti bac hand sanitiser will also be provided. Any personal belongings that you choose to bring with you to the salon, i.e. coats or other forms of clothing, purse/wallet, mobile phone etc, will be put into a plastic container in your allocated room. This plastic container will be thoroughly cleaned with disinfectant before and after every use. Alternatively, please leave all personal belongings in your car or at home. Please note at this time we are unfortunately unable to offer refreshments, however you may bring in your own bottle of water or flask of tea or coffee if you wish to do so. At this time, we can only allow one person at a time to enter the salon. We appreciate we have a lot of clients who come in with their children, parents and other family members, but at this time we kindly ask that only one person come in the salon. If you are coming in as a pair or more, can we ask that one of you wait in the car or outside complying to the 2m social distancing rule. Please also note that the toilet will be out of use so bear that in mind before leaving your home. If use of the toilet is required, then you will be responsible for cleaning and wiping all surfaces down after use with disinfectant. On departure, you will again be asked to wash your hands in the allocated room to you.

All doors of the salon will be open. This includes the front and back door. Doors will remain open even when a treatment is in progress within the Orchard room or Lilly room to allow a constant fresh air flow throughout the entire building. An air friendly form of covering will be put in place of the doors to the treatment rooms for more personal treatments to still allow some privacy.

We will not be accepting cash for the time being. Please can we ask that bank transfer or contactless payment only will be accepted. All payments will be made in your allocated room.

Finally, we want you to understand that every precaution taken here is to provide you with confidence that for the duration of your treatment we will do everything we can to keep our salon a safe environment. These are such strange times and we want to thank you for being so understanding and patient and that these drastic measures are what we absolutely must be doing in order to get our salon up and running again. However, we can only follow the recommended guidance and advice and we will accept no liability for any client subsequently falling ill with COVID-19 following an appointment. Clients will be asked to accept this disclaimer before their appointment.

We are so looking forward to seeing you again

All the team at Lara's Beauty Workshop

Xx

I have read and understood this disclaimer.

Signed ..... Date .....