

Nature's Way Client Information for attending appointments during COVID 19 Pandemic

Please Note: This document is open to amendment at short notice as more guidance is received from Government

- Access to Nature's Way will be by APPOINTMENT ONLY. Walk ins will not be permitted
- Elderly and vulnerable clients' appointments will try to be scheduled when the salon is quietest
- You will be briefed as to the procedure upon arriving at Nature's Way when you make your appointment. This document will be available to you for your information as well as being displayed on the various social media platforms
- You must cancel in the event that they feel unwell in anyway as your appointment time approaches - if you are displaying ANY COVID 19 type symptoms on arrival, you WILL be turned away
- Healthcare workers and medical staff should be asked not to attend their appointment wearing their uniform
- You will be asked to arrive (as near as possible) to your appointment time as reception capacity will be reduced to a minimum to ensure social distancing is possible should there be any crossover
- You should attend your appointments ALONE unless prior arrangements have been made i.e. if child care cannot be arranged for the appointment time
- You will be met in reception and invited to wash and/or sanitise hands
- You will be asked to supply and wear a new face mask (a mask can be provided if you do not have access to one. However supplies are limited and PPE is hard to come by for non essential businesses)
- We do not feel that there is any requirement for you to wear gloves as you will sanitise your hands on arrival - if you still wish to do so, you may wear a NEW pair of vinyl type gloves. Any other type of glove, or any that were not new on arrival i.e. gardening gloves, leather gloves will NOT be permitted to be worn in salon as their cleanliness cannot be guaranteed.
- Drinks and magazines will NOT be provided although you can bring your own
- Towels will not be available in restrooms. Air dryers or paper towels must be used
- Some treatments may not be available due to increased risk of spreading the virus
- All hairdressing towels and beauty couch coverings will be disposable and changed between clients
- Payments should only be made by card wherever possible
- Social distancing must be adhered to if there is more than one client in reception or in the same area of the building - masks cannot be relied upon to replace social distancing.

Take Care, Stay Safe.....