

## Covid information & Requirements

**COVID-19 Symptoms and Contact** - Please contact the salon and re-arrange your appointment if, in the 14 days prior to your appointment you have; tested positive for Covid-19 ; had the recent onset of a new continuous cough; had a high temperature; noticed loss or change to your sense of taste or smell; or been in contact with anyone who has had symptoms of or tested positive for Covid-19.

Our therapists will complete daily checks to ensure they are symptom free.

If your therapist has any COVID-19 symptoms or discovers they have been in contact with someone who has tested positive for COVID-19, then for your safety your appointment will, unfortunately, have to be cancelled, and if this happens we will do our best to reschedule another suitable appointment.

**Face Covering** - You are required to wear a face covering at all times.

Our therapist will wear the appropriate PPE for the treatment they are carrying out including face mask, visor or both.

**Taking Temperatures** - For the safety of our clients and therapists, we will take your temperature on arrival at the salon. If your temperature is above 38 degrees C we will be unable to continue with your treatment.

Our therapists' temperatures will also be checked on a daily basis.

**Hand Hygiene** - You will be required to sanitise your hands on entering and when leaving the salon. Sanitiser and hand washing facilities are provided.

Our therapist will wash and sanitise their hands before, after and when appropriate during every client and treatment. Disposable gloves will also be worn during treatments.

**Consultations and COVID-19 Questionnaire** - The day before your appointment you will receive our digital consultation form by email (or text if we do not have your email address). We kindly ask that you complete and sign this prior to your arrival at the salon. Forms are stored in accordance with GDPR regulations.

**Patch Tests** - Skin tests must be carried out at least 48 hrs prior to eyelash tints, eyebrow tints and HD Brows. Please ensure you book an appointment for your tint test in advance of your treatment. We cannot carry out treatments if you have not had a patch test.

**Salon Hygiene** - At Peaches Eskbank, hygiene standards have always been high. We have increased our standards further to include additional cleaning to touch points after every client, and the use of additional disposable equipment where possible. As always, any items which are not disposable will be thoroughly washed and sanitised in the appropriate manner. After every client, equipment, trolleys, treatment beds and product bottles will be cleaned and sanitised or where possible, sterilised.

**Social Distancing** - Peaches Eskbank has always been limited for space and to adhere to

social distancing guidelines, we ask for your co-operation in our communal areas. Please do not enter the salon if another client is in the reception area and please follow your therapist's guidance when leaving the treatment room as you may need to wait until the reception area is clear before you can be taken to reception to check out. When at reception please maintain distance and where possible stand back from the reception desk.

We will be operating with a maximum of two therapists and two clients in the salon at any one time.

**Appointments Only** - We will be operating by appointment only. If you would like to purchase a gift voucher or product at a time other than when you are in for an appointment, please phone or email the salon to order and arrange a suitable collection time. Gift Vouchers can also be purchased online on the website shop. If you require a patch test for your treatment this must be booked in advance.

**Attend Your Appointment Alone** - Please come to the salon alone unless you require assistance. Please inform us at the time of booking if you will be accompanied so we can monitor the number of people in the salon at any one time.

**Arrive On Time** - Please arrive only at your appointment time as waiting facilities are limited.

Our therapists love to chat but please be mindful we have had to allocate additional time to allow for extra cleaning and sanitising and to help prevent overlapping of appointment times.

**Door Entry System** - When you arrive at the salon the door may be locked. If there is no-one at reception you can use the code received with your appointment reminder to gain entrance.

Your therapist will be aware you are waiting and be with you as soon as possible.

**During Your Treatment** - We have put all measures in place to reduce risks for our clients and therapists and aim for you to feel safe and relaxed during your treatment. Please follow your therapists guidance and let us know if there is anything we can do for your comfort.

**Booking** - Our appointments fill up quickly. You can book online for 3 months in advance and appointments further ahead can be booked when you are in for your appointment or by phone. If you cannot find the option to book your required appointment online or a suitable appointment time, please give us a phone as we may have held back some appointments from the online booking system. When booking appointments further in advance we may, on occasion, need to make changes to accommodate staff holidays etc

**Restricted Treatments** - The guidance issued by the UK and Scottish Governments and by our governing bodies relating to certain treatments which might be deemed 'high risk' has been somewhat unsatisfactory, and in some cases, conflicting. The guidelines, (updated 1 April 2021), currently make it clear that any treatments which would

require the removal of the face covering are not permitted and that it would be illegal for us to carry out such treatments. It is therefore with regret we are currently unable to take bookings for facial skin treatments (we can offer eye treatments), facial electrolysis, or upper lip and chin waxing.

**Rescheduling and Cancellations** - If you need to cancel or reschedule your appointment for any reason, a minimum 24hrs notice of cancellation is required. This allows us the opportunity to offer out the appointment time to another client. If you fail to give the required notice we reserve the right to charge 50% of the cost of treatments booked.

**No Shows** - If you fail to attend for any appointment without the required notice, we reserve the right to charge the full cost of the treatment booked.

**Late Cancellations With COVID-19** - If you have the sudden onset of any Covid-19 symptoms please contact us as soon as possible to cancel. The health and safety of our clients and therapists are our priority. Cancellation charges will not apply for the first two appointment changes. If your therapist becomes ill with Covid-19 symptoms, we may also need to cancel your appointment.

**Salon Hours** – Having temporarily been closed on Mondays, from 26<sup>th</sup> April 2021 we will be returning to full opening hours

**Gift Vouchers** – Due to the enforced closures and restrictions on our business we have extended the expiry dates on Peaches Eskbank Gift Vouchers as follows. Vouchers which expired before 18<sup>th</sup> March 2020 are no longer valid. Vouchers due to expire between 19<sup>th</sup> March 2020 and 18<sup>th</sup> March 2021 had automatically been extended by 1 year after the first Coronavirus lockdown, these will now be extended further by an additional 4 months. Vouchers due to expire between 19<sup>th</sup> March 2021 and 26<sup>th</sup> December 2021 will be extended by 6 months.

**Thank you for your co-operation**