



HAIR TO WARE

GIVING YOU BACK YOUR SPARKLE

Thank you for booking a consultation with us at our Hair Clinic.

Following COVID-19 things have had to change within our salon to enable us to operate safely, protecting both you and our staff. Please take time to read the following information.

How to prepare for and what to expect upon your visit to us

Prior to Your Visit

- **Confirmation of your Covid-19 status:** We will contact you to confirm your COVID status, and ask you to complete a health questionnaire, the day before your appointment. Please reschedule your appointment should you develop any Covid-19 symptoms or have been in contact with any positive cases.
- **Arriving:** Do not arrive too early, as there is no waiting in the clinic. No family members will be allowed in unless they are a chaperone.
- **Minimal belongings:** Only bring essential items i.e.: mobile phone and payment card etc.
- **Masks:** In line with government advice, and for your protection we will supply a disposable apron or gown and gloves. We ask that you wear your own mask or face-covering when coming to our clinic.
- **Pen:** Please bring your own pen to sign any forms.
- **Toilets:** Will not be available for general public use. However, allowances will be made for exceptional circumstances.
- **Refreshments:** Sorry, no refreshments or magazines will be available.

Entering our clinic

- **Arriving:** The front door will remain closed and locked, please knock/call us when you are here. We will notify you when we are ready for you to enter the building.
- **Entry:** Enter via the usual front entrance, use hand sanitiser provided.
- **What to expect:** Our staff will be wearing tunics and PPE: mask/visor, apron, and gloves where applicable. This is for both your safety and ours.
- We are enforcing **social distancing**. However, we have implemented control measures if social distancing cannot be maintained during your consultation.
- We have engaged an external Health and Safety OSHCR Registered Consultant to implement a COVID-19 specific Risk Assessment.
- We will take and record your temperature, we are recording our staff's temperature too.
- **Proceed** to the designated consultation room.
- Disinfect your hands **when you leave** the clinic/consultation room.
- **Departure:** Leave via the side exit.

After your appointment

- Please contact us straight away should you or a direct family member start to display symptoms of COVID-19 within two weeks of your appointment with us.

We appreciate your patience and co-operation during this difficult time. We are doing our best to keep things up and running and to keep everyone safe.

Appointments may be cancelled by calling **01920 460099** at **least 24 hours in advance**. We encourage you to visit our website prior to your appointment.

www.hairtoward.co.uk