



## **Our Operating Procedures during the Coronavirus Pandemic**

We look forward to welcoming you back to our award-winning Imperia Spa. However, due to the Coronavirus (Covid-19) pandemic, we have had to make several changes to how we operate. This is in accordance to official government guidance in order to protect the health and wellbeing of our clients and our staff.

Outlined below are some of the changes we have implemented to give you peace of mind and confidence whilst visiting us.

*(This document acts as guidance and may be subject to change as government legislation and recommendations are amended).*

Before visiting the spa please follow the guidelines outlined below:

**Please ensure you have no symptoms** - It's essential you don't have any of the COVID19 symptoms outlined by the NHS (high temperature, new, continuous cough, loss or change to your sense of smell or taste). If you feel unwell please report your illness to the relevant health authorities.

**Limit the items you bring** - Please don't bring any unnecessary personal items such coats and bags (that can't remain with you) into the spa. If you do need to, please bring a bag to store your items, which can be kept with you under your chair.

**Wearing a mask** - Please bring a protective mask or face covering. Wearing a face covering is required throughout the treatment unless medically exempt

**Arrival at the spa** - Please arrive 10 minutes before your appointment to allow time to complete a consultation form. A member of our team will greet you at reception and explain the processes that are in place.

**Limiting the number of guests** - Unfortunately, we are not able to accommodate additional guests at this time, so please come alone to your appointment, unless you need to be assisted by a carer.

Whilst we love spending time with you, in the current climate we have to ask you to only stay in the spa for the duration of your appointment, in order to ensure we maintain the social distancing rules by limiting the number of people in the spa at any one time.

### **Protective measures**

We have gone to great lengths to ensure the spa is as safe as possible for both our team and customers which includes:

- Protective screening
- Hand sanitising stations
- Team members wearing PPE, aprons will be disinfected after each client
- Social distancing markers
- Customers must wear a face covering
- All areas of the salon will be regularly and thoroughly cleaned

### **Please Note**

Our team have all been trained on awareness of Covid-19 and all the relevant health and safety practices surrounding this.

We would also take this opportunity to remind clients of the government guidance regarding hand hygiene. The recommendation is regular hand washing for 20 seconds or use of hand sanitisers regularly. Our team will be following this guidance, and this will be monitored by our manager on duty.

We hope to see you soon!