

Covid-19 safety policy

We have carried out a full Covid-19 risk assessment to outline the new measures we will be putting in place to keep all our clients and staff safe. As government guidelines change we will be continually updating our policy.

Please Note: The safety of our clients and staff is our main priority, failure to adhere to these guidelines will result in us potentially refusing treatment. We want to ensure that all our clients feel safe when they visit our salon.

Below are the processes we have implemented to ensure we can reopen safely.

Client health screening

- If you have tested positive for Covid-19, developed any symptoms, or have knowingly come into close contact with someone who has at the time of your appointment, please contact us to rearrange your appointment. All our therapists will follow the same guidance. The Symptoms include: A persistent cough, fever, sore throat, loss of taste or smell, any new rashes on your body and feet.
- You will be asked to complete a Covid -19 health questionnaire prior to your treatment. We will be contacting all clients on the day of their appointment to carry out a short health consultation. This will need to be carried out before every appointment.

Appointments

- 30 minutes will be left between each appointment to ensure we have time to deep clean and allow sufficient air transfer within the salon. This will include disinfecting the massage couch, all surfaces and touch points including chairs, door handles, all electronic devices, light switches and the toilet area.

Arriving for your appointment

- Please do not arrive early for your appointment if you do arrive early please wait in your car or wait outside. The time allocated between appointments is for cleaning only. Please do not knock on the door we will open the door and greet you at the time of your appointment
- Please note if you are late for your appointment this will unfortunately impact your treatment time as we will be running to a schedule.
- Please come to your appointment alone. Our waiting area will be closed, we are only able to accommodate one client in the salon at anytime.
- Unfortunately we will not be offering drinks. We advise clients to bring their own water if you require a drink after your treatment.

Hand Sanitisers and client face mask

- If you arrive to your appointment wearing a face covering please remove this outside. Due to the nature of our treatments clients will not be able to wear a face covering whilst they are laid faced down on the massage couch, therefore all face coverings will need to be removed before enter the building. Hand Sanitiser will be provided on the table outside, we will require clients to sanitise their hands after removing their face covering and before entering the building. Our sanitising station will be disinfected after every appointment.

Staff Health Checks & PPE

- All staff will be required to wear PPE, visors and aprons.
- Every staff member will be asked to record their temperature before arriving for their shift
- Frequent hand washing will be required by all staff after cleaning and before and after every treatment.

Laundry

- Please do not bring your own towels. Fresh towels will be used for each client and will be stored in an air tight container and washed on a high temperature wash every day.

Payment

- We can accept bank transfers, cash and card payments (this now includes contactless payments) If you would like to pay cash please bring your payment in an envelope containing the exact amount to cover your treatment.

High Risk Treatments

- Based on the latest government guidelines we will not be offering any facial or scalp treatments.

Covid-19 Cancellation Policy

If you have an appointment booked with us and experience any Covid like symptoms (including but not limited to fever, fatigue, new dry cough, difficulty breathing, sore throat or loss of smell or taste) please contact us immediately. We will rearrange your appointment to after a minimum of 14 days time.

This is also the case if a member of your household begins to show symptoms. This is to help us remain Covid-19 secure and keep you and our community safe.

In all other cases please provide 24 hours notice if you cannot attend your appointment so other clients on our waiting list can attend. For any cancellations received with less than 24hours notice of your appointment time our normal cancellation policy applies

Olive cancellation policy

We require 24hrs notice for any cancellations, less than 24hrs will incur a fee of 50% or full deposit taken.

Whilst we understand that things happen, unfortunately last minute cancellations mean we are unable to fill the space. We are an incredibly busy salon, so please let us know in plenty of time if you need to cancel so we can offer the appointment to others.

