

# katherinepaul

## **CUSTOMER COVID 19 PROCEDURES**

It is still important to keep both ourselves and our families safe but the safety of you, as customers, must be at the forefront of our business.

We still need to work in line with the current government guidance and we will ensure to monitor this as it changes.

I have assessed the business and the risks and have put the following control measures in place, which I require you to comply with as customers of the business.

### **RISK**

Contact with others, who may have COVID-19 virus can cause potential infection from the virus; leading to severe illness and possibly death. It also includes the risk of infecting others within the person's household and other people in the vicinity.

### **CONTROL MEASURES**

- Appointments must be booked by telephone wherever possible **(01638 741218)** and not in person in the salon.
- Please bring minimal belongings with you. Baskets will be provided at each station for your belongings. Coat hooks will not be available for use.
- Please come to your appointment alone.
- If you are bringing a child to the salon for a haircut only **one** parent may accompany them.
- Please arrive at the salon at the exact time of your appointment and do not enter the salon until you are advised to do so. Please adhere to the social distancing rule whilst waiting outside.
- Please be aware if the weather is bad, you will still need to wait outside for your appointment.
- On entering the salon, you must be wearing a face mask. This mask must remain on for the duration of your appointment and until you leave the salon. Should you not have a facemask they will be available to purchase for a minimal charge.
- On arrival, you will have your temperature taken. If your temperature is over 37.5C then you will not be able to stay for your appointment. You will need to call to make another appointment.
- It is a requirement to sanitise your hands as you arrive, at the hand sanitising station inside the door on your left.
- No eating or drinking is permitted in the salon.
- Between each appointment, workstations will be sanitised prior to the next client.
- Where possible please pay by card.
- The toilet facility is for emergencies only. (If used you must wipe down the area after use please with the cleaning materials provided.)
- When in the salon, if you cough or sneeze, you must cover your mouth and nose with a tissue or your sleeve (not your hands) and sanitise your hands afterwards.
- No customer bin will be provided. Please take your rubbish away with you to dispose of safely.

Katherinepaul will ensure full compliance with current legislation and monitor the government guidelines daily and will ensure they remain up to date with the guidance and ensure compliance with changing guidelines.

Any client who feels unwell or suspects they may have the virus should stay at home and **not attend the appointment**. We request that the client calls the salon to notify of non-attendance and to re-book a further appointment.

Thank you everyone and keep safe, Katie & the Team