

UCB The Spa – Client Guidance Sheet

To keep our clients, staff and students safe we have implemented several changes to the way we operate. We have fulfilled these requirements in accordance with government guidelines and have a full risk assessment put in place.

- All staff have completed Barbicide COVID-19 & VTCT COVID training.
- All of our staff and students will wear the appropriate PPE. All areas, tools and equipment will be sanitised between clients. Disposable towels will also be used.
- Staff and students will be wearing masks/face shields as per government guidelines.
- Social distancing rules should be adhered to at all times
- Only attend the salon if you have an appointment booking.
- **Please do not arrive late for your appointment as we are running to strict times due to the limited amount of people we can have in the salon. People who arrive late may be asked to rebook their appointment.**
- All client bookings to be provided at 15min intervals to avoid waiting times and unnecessary persons in waiting areas.
- Hand sanitiser to be available for use prior to persons entering or leaving the salon areas.
- Unfortunately, we will not be able to offer our clients refreshments at this time. We ask that you bring your own and for these to be kept with you.
- We are only offering Retail purchases for clients that are booked for treatments only, not walk-ins.
- We ask at this time that you bring minimal items and belongings, and for clients to wear their mask on arrival at the spa (government and UCB policy for RH). As they enter the building, they should be putting their mask on and should not relax it until asked to do so by the beautician when it may interfere with the treatment being provided.
- Treatments/services to be paid upfront to avoid congestion in the reception area. Card/contactless payments are preferred.
- Your details will be collected for Test & Trace/Track & Trace records. Records to be maintained, secure and retained for 21 days.

Please note if you have any COVID-19 symptoms or have been in contact with anyone experiencing symptoms or anyone self-isolating, please do not come to the salon, and re-arrange your appointment for 14 days after.

Thank you for your cooperation.