

Coronavirus (COVID - 19) Infection Prevention & Control Policy

Nailco Nail Bar Salons



FACE MASK

We recommend the use of a face mask in line with government guidance. If you have a medical condition which prevents this, please let us know.



CLEAN YOUR HANDS

Please use the hand sanitiser provided.



FACILITIES

Unfortunately there will be no drinks provided. The bathroom will be out of use.



TIME

Please arrive on time to your appointment and queue outside the salon.



NUMBERS

Please attend your appointment alone.



SYMPTOMS

If you or anyone you have been in contact with display any symptoms, please contact us asap and we can rearrange your appointment.



PAYMENT

Card payments are preferred but we can still accept cash.



SURCHARGE

A small surcharge of £2.50 will be applied to all appointments to contribute towards new government imposed overheads. This will be regularly reviewed and removed as soon as financially viable.

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We have all been affected by the coronavirus (COVID-19) pandemic and here at Nailco, we have been put appropriate measures in place for the safety of our clients and staff to ensure we are able to open and operate in a Covid-safe way.

We have missed being able to offer you the treatments that we know you love, and we are looking forward to seeing you again, albeit in a slightly different environment.

Our number one priority is to keep you as safe as possible, and prior to the re-opening of our salons, we implemented a number of changes which we would like to make you aware of.

During the time that our salons have been closed we (all our staff) have successfully completed the Coronavirus (COVID-19) Infection Prevention and Control Course, which is accredited by the Guild of Professional Beauty Therapists Ltd. the UK trade body for our industry. Our salon managers have also undertaken further courses which included completing and passing a risk assessment per site. As a result of this and to comply with government policies, we have made a number of changes in how we will operate within the salon which will be noticeable on

Symptoms – Clients / Staff

If any of our staff feel ill, or have symptoms of COVID-19, they will immediately self-isolate and not come into the salon. This may mean that we may have to cancel your appointment at short notice. We appreciate that this may be inconvenient, but it will be done purely to ensure your safety.

If your appointment is cancelled, you will be contacted by a member of our reception team as soon as possible. Our team will then re-book your appointment for you as quickly as we can, at your convenience.

If you have made your booking via our online booking system, you will also receive a call from our reception team, who will reschedule your appointment. If this applies to you, you will not lose your online deposit.

If you, or any of the people you live with feel ill, or display any symptoms of COVID-19, please let us know as soon as possible. PLEASE MAKE SURE YOU DO NOT COME TO THE SALON FOR YOUR APPOINTMENT. Contact us as soon as you possibly can.

By entering the salon, you are accepting our policies and confirming that you do not have any symptoms.

Visiting the Salon

For your safety and in order to maintain social distancing we kindly request the following;

- We encourage and recommend the use of a face mask inline with government guidance. If you have a medical condition which prevents this or makes it difficult, please just let us know.
- Clean your hands. Please use the hand washing stations and hand sanitiser services provided.
- Unfortunately for the time being no refreshments will be offered and our toilets will be out of use.
- Please attend your appointment as near to the appointment time as possible and queue outside of the salon whilst respecting social distancing.
- Please do not arrive early for appointment, as this may mean you could come into contact with other clients, as they leave the salon and we want to minimise this as much as possible. We have carefully structured our rotas and appointment times to ensure we keep contact to a minimum.
- Please attend your appointment alone. In order to keep all our clients safe, as well as complying with current legislation, we currently cannot accommodate friends or family in the reception area.

Salon Layout

We have changed the way seating works in our salons to ensure appropriate social distancing can be practised. We have cut the amount of staff we have working per day, and we have erected screens (this will be a temporary measure) in between our technicians and clients for all nail services. Obviously for beauty services this is not possible, however the we will be wearing the appropriate PPE and following strict hygiene protocols.

Cleaning

We have increased the extend and frequency of cleaning in the salon. This includes making sure that all commonly touched surfaces are wiped clean with disinfectant products between each client and on every hour. We have allocated a 10-15 minute space either side of all appointments to ensure we have ample time to carry out the necessary cleaning and hygiene tasks. This is something we have always taken very seriously but now, more so than ever.

For your safety, ALL tools and equipment used will be disinfected and sterilised in line with the specific manufacturers' instructions. The disinfection process will happen throughout the day, and then a further disinfection process will take place over night.

Wherever possible, we will utilise environmentally friendly, single use items, during a treatment. These items will then that be disposed of safely after use, in order to protect you from cross infection

The use of PPE

Our staff will have access to and will use personal protective equipment (PPE) during your visit and throughout your treatment. This will include disposable gloves, facemasks and aprons and visors where appropriate. These items will be appropriately maintained and replaced accordingly.

We can confirm that the laundering of salon towels and uniforms is a priority for us and we can assure you that ALL salon laundry is washed at 60 degrees Celsius. However we aim to use 'single-use' paper towels to begin with.

Our Treatments

We have carried out a full risk assessment on all of our treatments and we are confident we can continue to provide these safely and with minimum risk through the use of social distancing where applicable and the use of the appropriate PPE and salon reconfiguration.

During your treatment

Our staff understand the importance of hand hygiene. We will ensure that we wash our hands in according with NHS recommendations, before the start of your treatment. We will also be asking all clients to do this when they enter the salon too. As well as this, hand sanitizer will be available for use whenever you require it.

If there is anything at all you would like us to do to ensure your comfort and confidence is the highest it can be, say it! We welcome all feedback and this is a new experience for us all!

Surcharge

We have imposed a temporary surcharge of £2.50 to all appointments for the months of July & August to begin with. This surcharge is to contribute the extremely high new overhead costs we are now incurring due to imposed government guidance such as PPE, increased cleaning, sanitiser stations, Perspex screens, ventilation systems, increased electricity costs to name a few of the things. This will be under constant review and as soon as it becomes financially viable to remove it we will. However as long as we have these government imposed costs upon us, it will remain in place. Thank you SO much for your understanding.

To summarise ;

We are doing all that we can to make your treatment is as safe, comfortable and enjoyable as possible. If you have any concerns about your treatments, please let us know and we will do our best to put your mind at ease. If there is any other information you'd like to know in regards to things we are doing to protect clients and prevent the spread of the virus that has not been mentioned in this document, please get in touch and we'll happily chat it through.

ALL of these procedures have been implemented for the safety of our customers and staff and we are doing the best we can to ensure we protect everyone to the best of our abilities. We will continue to take advice from the Government and the NHS regarding safe practice and will amend these as necessary. Thank you for your understanding.

*Jayd Linney
Nailco Nail Bar
Company Director
Date : 13th July 2020*