

## CLIENT TERMS & CONDITIONS

In order to identify all safety concerns and implement sufficient controls, I have completed a Covid-19 specific hygiene in the workplace course and carried out a risk assessment referencing government and industry guidelines in the process. Based on this evaluation I have introduced some changes and additions to my previous processes and protocols. It is imperative for the safety of all, that both myself and my clients support and adhere to these requirements.

Below is a summary of some of the important changes and additions to my procedures and protocols you will need to be aware of.

-  It will be a requirement by my insurance, prior to your first appointment back you complete a *Medical History form (-beauty only)* and for every appointment that you complete a *Client Health & COVID-19 declaration form* before your appointment. PLEASE DO NOT come for your appointment if you feel unwell
-  When you arrive please park up near the front door on the block paving so I can see you are here. Remain in your car until I call you in. Please arrive no earlier than 5 minutes before your appointment due to the cleaning process between clients, if you arrive early, please wait in your car until your appointment time. If you have walked please make sure you have the correct time as per my reminder the day before
-  Always attend your appointment alone as I have no inside waiting area
-  You will be required to wear a face covering when entering the premises (you will need to provide your own) I will be wearing a mask during treatments
-  Hand washing / sanitising will be required upon entry into my house
-  Bank transfer wherever possible or the correct cash amount
-  Please give 24 hours' notice where possible if you need to cancel and rearrange your appointment, or 48 hours' notice to make any changes to the treatments you've booked otherwise a charge may be requested for treatments not wanted on the day; this is due to appointment times being more spread out and therefore restricting others from having an appointment. Failure to turn up for appointments will incur a fee.

Thank you for your continued support and understanding and for supporting me in ensuring the safeguarding for me, all my clients and my family.

Jo x

Documents required: *Medical History form* – once beauty clients only

-  *Client Health & COVID-19 declaration form* - for every appointment