



Good news! We are re-opening on Monday 27th July

Things will be a little different so please read the following Information on COVID-19 Infection Prevention & Control at Therapy Health & Beauty Clinic

We have missed being able to offer you the treatments that we know you love, and we are looking forward to seeing you again as soon as possible.

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

During the time the Clinic has been shut, we have kept up to date with government guidelines regarding COVID-19 Infection Prevention and Control. We have since made a number of changes in the way that we operate that you will notice when you next visit.

Please rest assured if any of our staff feel ill or have symptoms of COVID-19, they will self-isolate immediately and not come into the Clinic. This may mean that we have to cancel your appointment at short notice, we appreciate that this may be inconvenient but it is done entirely for your own safety.

If you or any of the people you live with feel ill or display any symptoms of COVID-19 – please advise us as soon as possible and **DO NOT COME TO THE CLINIC FOR YOUR APPOINTMENT**. We have amended our booking terms and conditions and you will not be charged for any appointments which you miss due to illness and we will not require the usual 24 hours' notice to cancel.

Booking an appointment

To book an appointment please call the Clinic number (01454 320088) or email us at info@therapyclinic.co and a Therapist will get back to you as soon as possible.

All appointments **must** be pre-booked so we kindly ask that you **do not** come in to the Clinic to book appointments as we are trying to keep the number of people in the Clinic at any one time to a minimum, also at this stage our Reception Team staff will not be in the Clinic for the same reason, so Therapists will pick up emails and messages and get back to you.

When we make contact with you to book your appointment your Therapist will ask you to answer a number of pre-treatment screening questions to make sure it is safe for you to attend.

Visiting the Clinic

When you enter the Leisure Centre through the main entrance there will be a one way system - you will need to walk up the main stairs (straight ahead from the main reception desk) and then walk through the gym to get to Therapy Clinic (or you can use the lift if necessary but only one person can go in at a time). If you do not want to walk through the gym please tell your Therapist at the time of booking and we can arrange to let you in through the fire door at the side of the building (opposite Morrisons).

For your safety and to maintain social distancing, we ask that you attend your appointment as close to the appointment time as possible, please do not turn up early for appointments as this may mean that you come into contact with other clients who are just leaving.

When you arrive if there is already someone in the waiting area please wait outside and your Therapist will come and collect you.

When you enter the Clinic we ask that you please use the hand sanitiser provided by us.

Before your treatment your Therapist will check the pre-treatment screening questions again and use a forehead thermometer to check your temperature.

If you wish you can wear a face mask for your appointment.

We are not able to offer you a drink but please feel free to bring one with you.

The Leisure Centre toilets will be open.

During your treatment

Our staff understand the importance of hand hygiene and we will ensure that we wash our hands in according with NHS recommendations before the start and at the end of your treatment.

As per guidelines from the Government and our professional governing bodies, all Therapists will be wearing the recommended and relevant PPE for the duration of your treatment.

After your treatment

We are increasing the frequency of cleaning in the Clinic and introducing stringent procedures including making sure that common surfaces, door handles etc. are wiped clean using disinfectant products between every client and at the start and end of each day.

We are allowing a gap between every client to ensure the treatment couch, surfaces and any equipment is cleaned effectively and prepared for the next client, also avoiding an overlap of clients to help maintain social distancing where possible.

We will use detailed cleaning logs for each room and the clinic as a whole which will be completed between every client and at the start and end of every day.

We can confirm that the laundering of towels and uniforms is a priority, please be assured we will be following guidelines that all laundry is washed at 60 degrees C or above.

All disposable items and PPE are bagged and safely removed from the treatment and disposed of correctly.

In order to avoid handling of cash, we would prefer if you could pay for your treatment by card or bank transfer.

When you leave the Therapy Clinic to adhere to the Leisure Centre one way system please walk down the back set of stairs and out of the fire door at the bottom or walk along the corridor and out of the building. (of course if you use the lift go back the same way as you entered).

Our treatments

We have followed Government guidelines and carried out a risk assessment on all treatments, currently some treatments are not advised, however things are changing all the time, your Therapist will discuss any restrictions with you at the time of booking.

Finally..

All of these procedures have been implemented for your safety and that of our staff. We have done all that we possibly can to reduce risk and we will continue to take advice from the Government and the NHS regarding safe practice and will amend procedures as necessary.

If you wish to see our full Covid-19 risk assessment policy and/or cleaning logs please ask, we look forward to seeing you soon.

Thank you for your understanding, we hope to see you soon..

The Therapy Clinic Team.