



RE-OPENING THE SALON AFTER COVID-19

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THE AIM OF THIS DOCUMENT

This document aims to provide a thorough guide to aid the safe return of staff and clients to The Vanity Case Beauty Studio.

Many hours of research has resulted in the introduction of Anti Viral air filters and dust extractors that will help us move forward after the salon closure due to the COVID-19

RETURN TO WORK

The Government have now announced that we can return to the salon, with all treatments, from Saturday 15th August.

There will be many changes to the way in which the salon operates to ensure the safety and welfare of staff and clients

SALON GOALS

We aim to ensure a safe environment for both staff and clients by putting into place new working practices that are specially aimed at health and wellbeing.

This guide includes an overview of :

- ◆ Booking appointments
- ◆ Available PPE
- ◆ Safe practise
- ◆ General Expectations
- ◆ Consultations





03

BOOKING APPOINTMENTS

MINIMUM BOOKING TIMES HAVE CHANGED

Where possible, we would encourage you to book all your treatments in one visit and with the same team member. We appreciate that you may have your favourite team member for different treatments; we are again trying to maximise our time to reduce the 'safe break' that will be required when receiving treatments between different team members.

'SAFE BREAKS'

'Safe Breaks' are the allotted times in-between clients to ensure working areas and any used PPE is correctly disposed of and that equipment and hard surfaces are disinfected.

We have allowed a 'safe break' time of 10 minutes between all clients.

15 minute appointments can no longer be booked as stand alone treatments, this includes a Brow Shape or Lip Wax.

This again is to try and maximise the number of clients that we can see during the working day.

We would appreciate it if you could arrive to your appointment on time, as you will still be allocated your original time slot.

NEW LOCATIONS FOR STAFF

To adhere to the recommended Social Distancing, we can only have two staff members working in any one branch, to utilise both salons, we have changed shift patterns and staff locations

CLAYHANGER- Lisa and Olivia

ALDRIDGE - Caitlin & Karen

Karen will be located in both branches on different days.





PPE

THIS IS AVAILABLE FOR BOTH STAFF & CLIENTS

Due to the extra time of 'safe breaks' and the additional safety measures required in order for us to open the salon whilst following Government guidelines, we have been required to add a temporary charge of £3.50 to each salon visit; to keep this cost to a minimum, we encourage you to book as many treatments in one visit.

AVAILABLE CLIENT PPE INCLUDES:

- ◆ Disposable face masks
- ◆ Disposable aprons
- ◆ Disposable gloves

All client PPE will have to be taken home for disposal. A clear bag will be provided for you to put all of your disposable items into, this will include tissues that you may have used.

All treatments will require the Therapist to wear a visor and Type II mask. All clients will be required to wear a face covering, which can be removed if needed for the treatment to be undertaken.

- ◆ Lash Extensions or infills (*this treatment is currently suspended until there is a change to Government guidelines*)

OTHER PPE:

- ◆ **Reusable aprons that can be sanitised - STAFF**
- ◆ **Hand sanitiser on all working stations**
- ◆ **Hand sanitiser at the salon entrance**
- ◆ **Disinfectant on every working station**
- ◆ **Surface disinfectant and disinfectant wipes**

Hands will need to be sanitised on entry into the salon.





THE WAY WE BOOK

ONLINE BOOKING

We have always encouraged you to take advantage of our online booking system to ensure you get the date and time that you would like. To allow us to be able to spend as much time with you and to ensure we remain productive during the time that we have available, we continue to encourage you to use the online booking service that is available 24/7.

So that we can utilise the diary, there may be a need for us to alter your appointment by 5 or 10 minutes. If you can not come earlier please let us know when making your booking, there is a comments section when booking online. **When you receive your booking SMS, the time stated on that message is the time we have you booked for.**

We appreciate that some clients prefer the human voice at the end of the phone, we ask that you leave a message with your contact details and we will return your call but this may not be until the end of the normal working day

ONLINE BOOKING DEPOSIT

Deposits will be required when booking online. This is normally at a rate of 50% of the treatment cost but may vary depending on the treatment time and Therapist involved.

There is a temporary charge of £3.50 that will be added to the final payment when you are in the salon.

There will be no walk in service to book appointments; there will be a 'how to book' poster in the window.

As we will have a busy future diary, we recommend that you book your future appointments online. Whilst in the salon you will be able to book your next appointment.

ONLINE VOUCHERS

Gift vouchers are still available in the salon but we would again encourage you to purchase these online. They can be printed at home or emailed to the recipient with a message of your choice.

To purchase a Gift Voucher please visit the website or click the link: <https://bit.ly/379d12n>





APPOINTMENT ARRIVALS

There is now only one waiting chair in reception.

Water can be served in disposable cups but we encourage you to bring your own drink and dispose of the bottle or cup at home.

No-one will be allowed to wait inside the salon for their appointment

Only the client will be allowed to attend their appointment and so we ask that children stay at home, as anyone that attends with the client will be kindly asked to wait outside.

We would ask you to stand outside the salon door. When 'safe break' duties have been complete, we will invite you into the salon.

We would also ask that you bring minimal possessions to your appointment. There will be coat hanging facilities but we would like you to hang your own jacket.

Please be on time for your appointment as we will still need the 'safe break' time after all appointments, as they are required after every client to ensure a safe working environment.

DURING YOUR APPOINTMENT

WC facilities will still be available but we ask that after use, you wipe the toilet with a provided flushable wipe.





CONSULTATIONS

HEALTH SCREENING CONSULTATIONS

We want to make sure that you are fit & healthy and showing no symptoms relating to COVID-19.

48hrs before your appointment, we will send a text message with a link for a consultation form that we ask to be completed with 100% honesty. We want to ensure that staff and clients remain safe and that we are not required to close the salon again through being in contact with someone possibly having the virus

TREATMENT CONSULTATIONS

So that we can limit your waiting time in the salon, all treatments that require a consultation form will now be complete online, so that there is minimal contact on salon devices.

A link to the relevant form will be sent to you in a text message.

Follow the link and complete the consultation.

There is also an option for you to send us a picture so that we can see your skin or lashes before the appointment.

VIDEO CONSULTATIONS

All treatments that would normally have a face to face consultation will be done via Video call. This will limit wait times and still allow a thorough consultation

Your consultation will be booked in the diary and you will be sent a text message confirming your booking date and time, the text message will include a link. At the time of your consultation, if you click the link it will allow us to complete the consultation on a Video Link.





RETAIL PRODUCTS

To limit the areas that we are required to sanitise during our 'Safe break', the touching of Retail items will not be allowed. We still want you to be taking care of skin, lashes and nails and so we will get these off the shelf for you.

If you know what products you would like, we do have an online order form and we will do our best to have these

To place a product order, please visit the website or click the link: <https://bit.ly/36VeLw8>

PATCH TESTS & AFTER EFFECTS

Our strict 'patch test' policy still stands and we will require you to have a new patch test if you have had or suspect you may have had "covid-19" or a period of 12 months has lapsed since your last 'patch test'. We require you to have the test at least 48hrs before the treatment time.

The tint or glue will be put onto a plaster which will then be handed to you at the salon door. We ask for you to apply the plaster to the inside crease of your arm; when you get in the car or as soon as you get home. This will ensure that you have enough time before the treatment to ensure there is no reaction and that the treatment is safe to go ahead.

There have been reports that the effects of Covid-19 can cause an increase in the risk of Thrombosis. If you would like a massage treatment and have had, or suspect that you have had Covid-19, Drs consent will be required.

This is to ensure you remain well after your massage treatment





WORKING AREA

In order to comply with the Government recommendations on Social Distancing there are only two staff members in the salon at any time.

We have also made one of the rooms, 'self contained' so there will be a couch and a nail station in the room, for those clients who have booked multiple treatments. This will keep the 'safe break'

SIGNAGE

Relevant signage and information is placed around the salon and in heavy use areas such as reception area, this outlines the Social Distancing guidelines including safe distancing measures together with

TERMS AND CONDITIONS

We accept that life gets in the way but we would like to remind you that our T & C's for cancelling an appointment is 24hrs. On Polygel Nail Extensions and Lash Extensions, this is extended to 48hrs due the length of the appointment time.





THANK YOU

FROM ALL OF US

All of our clients have truly been amazing during the time of closure. And we are so grateful.

We would like to Thank you for your continued support and patience during this time and we ask you to continue to bear with us as we make the transition back into salon life.

These new measures may not be ideal and not how we would like your salon experience to be but we hope that they will not last forever and one day soon, we will be able to return to the salon life that we all know and love.

We are looking forward to seeing you all in the salon very soon.

If you have any questions or concerns please do not hesitate to contact us via email at beauty@thevanitycasebeautystudio.co.uk

Thank you for accepting these changes 

