

IN PARLOUR

LONDON

In line with current government guidelines, InParlour plan to resume full operations on Monday 13th July 2020. Our guide has been created to best minimize the risk to our clients and our therapists with guidelines established by the government and research from industry bodies. When treatments on the face are re-introduced, we will update these guidelines accordingly.

Providing Safe & Hygienic Appointments

Booking an appointment

When booking an appointment, the Bookings Team will ask all clients the following screening questions:

- Have you had the recent onset of a new continuous cough?
- Do you have a high temperature?
- Have you noticed a loss of, or change in, normal sense of taste or smell?

If the client has any of these symptoms they should stay at home and reschedule their appointment. If the client lives with someone showing any of these symptoms, they should reschedule their appointment.

Preparing for your appointment

The client must be happy and willing to provide the therapist with assurance that no one in their household has had symptoms in the last 7 days. If the client, or anyone living with the client or in regular contact develops symptoms, they should reschedule their appointment.

Specific steps to follow:

- Clean any surfaces the therapists may need to touch thoroughly before their arrival.
- Remove all jewellery before the start of the appointment.
- For appointments that require a massage bed, you will be required to supply your own towels.
- For full body treatments, including tanning and massage, we ask that the client has a shower prior to the therapist arriving.

During the appointment

- Leave all internal doors open to minimise contact with door handles.
- Keep the treatment area well ventilated by keeping windows and doors open where possible.
- Wash your hands thoroughly for 20 seconds with soap and hot water as soon as the therapist arrives. The therapist will do the same.
- Ensure your hair is tied back from the face.
- Face coverings must be worn by the client during the treatment. All InParlour therapists will wear a visor once the treatment commences.

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- Keep conversation to a minimum and face away from each other if possible when speaking is required or ensure a 2m distance.
- All other members of the household are advised to maintain social distancing (2m) from the therapist for the duration of the treatment and preferably remain in a different room.

Both the client and the therapist should feel comfortable to stop the appointment at any time if either feels that the treatment cannot be delivered safely.

After the appointment

- Wash your hands thoroughly for 20 seconds with soap and hot water after the therapist leaves and before others enter the space. When this is not possible, for example tanning appointments, hand sanitiser or anti-bacterial hand wipes can be used on the palms only.
- You are advised to wash any clothes, towels and linens used during the appointment immediately after the therapist leaves.
- If the client or anyone living with the client shows symptoms within 7 days of an appointment with InParlour, we ask that you let us know as soon as possible.

The requirements of our therapists:

- Therapists will fully sanitise equipment and surfaces in between appointments and where possible will use disposable tools.
- Therapists will provide their own PPE, disinfectant solutions and disposable towels.
- Therapists will not bring cotton towels to appointments and will provide disposable towels for small treatments such as nails. Clients will be required to provide their own towels for full body treatments.
- Handwashing (following NHS Guidelines) will take place:
 - before, during (when required) and after each appointment
 - before putting on and after removing PPE
 - before and after cleaning equipment and environment
 - when leaving and arriving home

These guidelines will be updated as and when necessary to reflect changes in UK government COVID-19 guidelines related to the safe provision of at-home beauty services. If you have any specific concerns or queries about a future appointment or an appointment that has already taken place, please contact rhiannon@inparlour.co.uk.

Thank you

Sources:

[BABTAC Back to Work Guidelines](#)

[HM Government Working safely during COVID-19 in other people's homes](#)

[HM Government Working safely during COVID-19 close contact services](#)

www.InParlour.co.uk

T: +44 203 713 9365

E: bookings@inparlour.co.uk