

The Secret Spa Cornwall  
@ Bosinver  
Coronavirus Measures

Like many of you, I have been following the news of the coronavirus (Covid-19) pandemic over the past few months.

This document outlines some of the key measures I have taken to reduce the risk of spreading coronavirus (COVID-19). Please note the content may be subject to change.

I would like to reassure you by sharing some of my actions, I have carried out a full risk assessment of my therapy business to reduce the risk of spreading coronavirus (COVID-19) and adhere to COVID – 19 guidelines produced by the government.

I have completed a certified infection control course and introduced enhanced cleaning and hygiene procedures to my practice.

I will be closely monitoring my own health, and that of my clients, to ensure neither party is put at risk of contracting COVID-19.

**Safeguarding measures, I have introduced**

1. I will wash my hands thoroughly for at least 30 seconds before and after all massages and at regular intervals throughout the day and use sanitiser on arrival. I will be wearing a protective visor (PPE) throughout the treatment.
2. Maintain social distancing, please note that while many treatments involve close contact, I will be observing social distancing measures wherever possible. This might include, for example, maintaining an appropriate distance during the consultation process, and when arriving and leaving for an appointment.
3. Adapting or restricting treatments, it may be necessary for me to adapt or restrict certain treatments, in order to reduce the risk of spreading COVID-19 and/or protect my clients' health and safety. Any clients likely to be impacted will be advised as soon as possible.
4. **Waste** will be taken away by myself and disposed of in line with Government Guidelines
5. **Laundry** – any linens or towels provided by me will be taken away and washed in line with Government Guidelines
6. I will not be carrying out head, face massage and facials.

### **If you feel unwell**

Please avoid booking with me if you're ill. Don't book if you or anyone in your household is self-isolating. By refraining from booking, you will protect not only yourself but my future clients as well.

### **Cancellations policy**

If a treatment is cancelled or deferred at short notice because my client has COVID-19 or has symptoms of COVID-19, any standard cancellation fees will be waived. The client will be asked to kindly confirm in writing that their appointment has been cancelled or deferred because they have COVID-19 or symptoms of COVID-19.

### **What is required of you**

Answer some questions specifically about COVID.

Please wash your hands thoroughly before all treatments.

Prepare the space and let some nice fresh air in.

**Clean linen and towels** will be used for each client. However, I am asking you. to provide 1 clean towel.

Pay by card or other cashless method, where possible.

If you have any questions or you would like to discuss your next appointment, please do not hesitate to get in touch, no matter how small.

27<sup>th</sup> July 2020

Sharon Sweet