

# Covid-19 Secure Hygiene Measures

For the safety of my clients and myself during the Covid-19 pandemic, I have introduced extensive hygiene measures following the strict guidelines set out by the Association of Reflexologists and in accordance with current Government advice. The purpose of this document is to explain how the new safety measures will affect you and what you can expect at your next appointment.

## What hasn't changed?

- **The reflexology** – you will receive the same therapeutic benefits as before – reducing stress, improving your wellbeing and restoring balance to the body
- **The relaxation** – this is still your well-deserved 'me time', an hour of total calm dedicated just to you
- **Care and empathy** – the same attention to your needs and the same bespoke, holistic treatment

## What's different?

- **Deep cleaning, ventilation and changing of towels and linens** – to allow for this, there will be a longer time period between appointments. This means I won't be able to see as many clients in a day as before.
- **Risk assessment** – I will call you the day before your appointment to go through some health screening questions relating to Covid-19.  
**It is very important that you do not attend your appointment if you or anyone in your household is experiencing Covid-19 symptoms (e.g. cough, temperature, loss of taste or smell, skin rashes) or are feeling unwell in any way. Please contact me to cancel or reschedule your appointment.**
- **Initial consultations** – if you are visiting me for the first time, I will need to conduct a medical history and lifestyle consultation. To minimise the amount of time we spend face to face, this consultation will now take place over the phone or by video call prior to your appointment. This means you will still receive a full length initial treatment.
- **Face coverings** – we will both need to wear a face covering to reduce possible transmission of the disease, so please bring one with you. I may also be wearing a visor.
- **Arriving for your appointment** – if you arrive more than a few minutes early for your appointment, please wait in your car and I will come and get you as soon as I am ready. Please leave any unnecessary bags and coats in your car.
- **Hand sanitiser** - I will ask you to sanitise your hands as soon as you enter the house and have removed your shoes (sanitiser is provided).
- **Blankets** – in order to minimise laundry, I will no longer provide blankets as standard so please dress warmly for your appointment. A blanket will of course still be available if you really need one but please be aware that these will need to be changed and laundered between each client.
- **Drinking water** - it is important to drink plenty of water following reflexology. Please feel free to bring your own bottle of water if you prefer.
- **Payment** – Please avoid cash payments. You can pay in advance by bank transfer or card or make a card payment after your session.
- **Social distancing** – Please observe social distancing whenever possible.

I hope you understand why the above measures are necessary but should you have any questions or concerns at all, please do not hesitate to contact me.