

## NEW GUIDELINES FOR COVID-19

Appointments can be made via text **07989280469** or email [sally@sallymorris.co.uk](mailto:sally@sallymorris.co.uk)  
All relevant documentation will be available on my website and will be sent via email before your appointment. Please check the website for any updates.

Please remember that anything 'new' can feel strange but together we can make this work well. Clients so far have appreciated the changes and the treatments they've received.

### What to bring

- Please bring **water** (as I can no longer supply this)
- Please bring your own **mask** if you have one and put it on before you reach the front door. If you forget, I have medical grade masks for you to use before stepping inside. If for any reason you're unable to wear a mask, please let me know
- I am aiming for all **paperwork** to be managed online but if you do have paper forms completed, please bring these with you
- I was going to write 'bring a smile' but I want you to be present with however you feel. These changes may feel strange on your first visit. I will make things **as comfortable as possible** and I hope that by the time you leave, you do so with a smile

### New procedures and what to expect

- It's important that you **arrive on time** and not before then, please wait in your car if you're early. This is to ensure that I've had time to clean and disinfect everything thoroughly before you arrive, this takes approximately 30 minutes
- If possible, **leave all bulky belongings in the boot of your car** and only bring in what's essential
- When you arrive at the door, ring the bell and I look forward to welcoming you!
- Before you enter I will take your **temperature** with a non-contact infrared thermometer, if you have a temperature above 37.8°C the treatment will need to be cancelled
- My premises **QR Code** for track and trace is available on a laminated poster as you enter the room on the left. You can scan the QR code when you arrive, using your NHS COVID-19 app. You will need a smartphone with the app installed to use the QR code. I keep a paper record of all clients if you don't have a smartphone or choose not to use the app
- I will give you some hand-sanitiser to clean your hands as you enter and you'll be asked to **remove your shoes** and place them with any other belongings in the plastic box by the door
- Once you've done that, it's straight to the bathroom to **wash and sanitise your hands**, (avoiding touching any other surfaces)
- We will have **chatted on the phone** before your appointment, to see how you're doing and what treatment you may need and if there are any changes, you can tell me when you arrive
- You'll have a new **plastic chair** to sit on and things may look a little emptier in the room but my hands are still full of magic!
- As you undress, all your clothes will go in the **plastic box** provided, the lid can be closed once they are all in place
- The treatment couch will have **fresh linens** for your comfort and safety

- The windows and back door will be kept open for **ventilation**
- I will be wearing a **visor mask and a medical grade IIR mask** and ensuring that I follow all the protocols in my risk assessment to keep you as safe as possible, this may require me to wear gloves depending upon your treatment
- I will have changed my **clothes** before you arrive or I will be wearing an apron
- As per government guidelines - Further mitigating actions will include keeping the activity time involved as short as possible and by limiting any time working around the face area.
- After your treatment leave all linens on massage table – **don't tidy or help fold up**
- Use the bathroom if you need to and **wash your hands**
- Put on **clothes and shoes**
- Do your best not to touch anything on exit – still wearing a mask, or discard it in the **bin by the door**
- If I have some advice for self-care after your treatment I will call you to discuss this on the phone and we may need a video connection so that I can demonstrate clearly

## Payment

Please pay online **before your session**. There is a payment facility on my website, which operates through PayPal. You don't need a PayPal account to pay as it will ask you for card details if you don't. It's easy and safe, just follow the instructions.

You can pay by **bank transfer** – My account is:  
Mrs S T Morris  
Account number: 70038652 Sort Code: 20-79-73

Online payment for **massage 1-hour (45-minutes face-to-face) - £55**

Online payment for **massage 30-minutes - £35**

Online payment for **MFR treatment 1-hour (45-minutes face-to-face) - £75**

For those who still wish to **pay cash** – just place the exact amount in an **envelope** and I will be able to leave it 72 hours to avoid any risk of contamination.

**IF YOU THINK YOU HAVE BEEN EXPOSED TO COVID-19, OR HAVE COVID-19 SYMPTOMS OR ARE AT RISK FOR ANY OTHER REASON PLEASE CANCEL YOUR APPOINTMENT - CANCELLATION FEES WILL NOT APPLY**

## Documentation

There will be more forms to complete online before you attend your appointment, this is to minimise the face-to-face consultation time. I am available on the phone if you experience any difficulties completing these

1. **Consultation and Declaration Form** - <https://bit.ly/COVIDhealthcheck>
2. **If you are a new client** – An additional **Consultation form** will be sent via email and you can complete this, scan it and email it back. Or print, complete and bring with you to your appointment
3. This **'Client Information'** document will be sent via email and available on my website
4. Please ask to see the risk assessment and cleaning charts if you need further reassurance of procedures in place to keep you safe