

ON THE SEEN

L O N D O N

Hygiene & Protective Guidelines *For clients*

Our guide has been created to ensure we minimise risk to our clients and artists with instruction established by the government & research from industry bodies.

BOOKING YOUR APPOINTMENT

When booking an appointment, we 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.

PRIOR TO YOUR APPOINTMENT

- The client must be happy and willing to provide the artist with assurance that no one in their household has had symptoms of Covid-19 for the last 7 days
- If the client, anyone living with the client, or anyone the client has come in contact with are experiencing any symptoms of respiratory illness (a raised temperature, a new, persistent cough or cold, or loss of, or change in sense of taste or smell, regardless of whether you think it's COVID-19) the client should reschedule their appointment, heeding self-isolation guidelines.
- Clean any surfaces the artist may need to use or touch thoroughly before arrival
- The client should remove all jewelry before the start of the appointment

DURING THE APPOINTMENT

- The Artist will wear a disposable mask as well as gloves & a visor on their arrival and for the duration of the appointment
- All clients are to wash hands thoroughly for 20 seconds with soap and hot water as soon as the artist arrives

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- Keep the area well ventilated by keeping windows and doors open where possible.
- 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 artist for the duration of the appointment

AFTER THE APPOINTMENT

- Wash your hands thoroughly for 20 seconds with soap and hot water after the artist leaves and before others enter the space
- The client is advised to clean any surfaces the therapist may have touched (using ordinary cleaning products). This must be done before other members of the household enter the space
- Please let us know as soon as possible if you or anybody living with you develops any symptoms within 7 days of your appointment. We depend on your diligence to keep us informed.

Hygiene & Protective Requirements

For Artists

- All artists have completed one of the following government-approved transmission preventing certificates: Barbicide, BABTAC, Beauty Guild
- All artists are asked to take their temperature at least two hours prior to your appointment. A healthy temperature range falls between 36.5 and 37.2 degrees centigrade.
- The artist will wear full PPE and disinfect all equipment before and after each booking using anti-viral wipes and sprays
- All artists are asked to keep conversation to a minimum and face away from clients if possible when speaking or ensure a 2m distance.
- Handwashing (following NHS Guidelines) will take place: before, during and after each appointment