

## CORONAVIRUS RESPONSE PROTECTION PLAN

June 2020

The health, safety and general wellbeing of our clients and staff is extremely important to us. We have undertaken a thorough review of our salon and the services we offer. There will be modifications and measures in place to minimise the risk of infection and we hope you can understand that these changes have been made for the safety of all, so please respect them.

### Symptoms

- Please do not come to Urban Retreat if you or anyone you live with is self-isolating or is displaying symptoms known to be consistent with Covid-19.
- Please contact us to re-arrange your appointment if you have a temperature, are feeling unwell or if any person in your household is experiencing symptoms/is self-isolating.
- If you display any symptoms whilst at Urban Retreat you will be asked to leave the site promptly for the protection of our team and other clients.

### Special License

- We have and continue to hold a 'Special Treatments Licence' with the London Borough of Kensington and Chelsea and have been inspected to their strict criteria.

## CHANGES TO YOUR EXPERIENCE

### Journey

- Please arrive at the time agreed for your appointment to maximise social distancing.
- We will stagger customer arrival times to minimise close contact – in order to help us help you, we ask that you please arrive on time.
- Please attend your appointment unaccompanied.
- We will continue to greet you warmly but without a handshake or personal contact.
- Upon arrival, you will be required to sanitise your hands fully before entering the building.
- We will provide you with a face mask that we kindly ask you to wear during your visit.
- Please maintain 2 metres distancing except when undergoing your treatment.

### Cloakroom

- Please arrive with minimal belongings and limit the personal possessions you bring with you into Urban Retreat.
- Upon arrival you will be asked to leave all coats and bags in our designated cloakroom area.
- We have multiple rails with only 5 clients belongings per rail.
- Only mobile phones and wallets will be allowed into the Service Areas.
- The cloakroom area is located directly opposite reception and is covered by CCTV. However, we do not take responsibility for any stolen or lost items.

### Booking Details

- When making a booking we will require your email, telephone number and full name as we do need to be able to track clients and inform of any outbreaks or health concerns.

### Appointment Times

- We've added additional time for turnaround and room cleaning between each service.
- Your service provider will be waiting for your arrival at Reception.
- Based on the latest government and scientific advice, at this time it is safer to spend a bit longer getting all your services done in one visit rather than returning multiple times within a week but for shorter visits. This is recommended to help you limit your interactions with people and reduce risk.



### Payment, Cancellation & Refund Policy

- In an effort to reduce contact wherever possible, we advise you to pay by Credit Card only.
- To secure any booking, 100% of the value of your service must be paid in advance. This is to limit the amount of contact and time in the building and for everyone's benefit, we have to ensure every appointment is maximised. We don't want to have you wait longer to get in to visit us because slots were booked but then unattended.
- As we thrive to ensure the highest level of safety, we will be acquiring PPE for use by both clients and staff. We hope you appreciate that these measures are needed and as such we will be adding a PPE surcharge of £2 to each visit.
- The Ground floor reception will be operational for retail and all other payments when in Urban Retreat.
- If you need to cancel your appointment, we respectfully request at least 24hours' notice. Any cancellation or reschedule made less than 24 hours in advance will result in 100% of the value of your service being retained.

### Space

- We are lucky enough to have 12,000 sq. ft – so please don't worry about overcrowding.
- Our waiting areas have been arranged to adhere to social distancing.
- Where possible we will escort you straight to the treatment area/room to avoid congestion in waiting areas.
- We are limiting the number of appointments at any one time in the building to:
  - 7 in Hair across 2 rooms
  - 3 in Nails
  - 6 in Beauty across 2 floors
  - 1 in Barbers
  - 3 in Khera-Griggs Cleanse Clinic
  - 5 people in the Waiting Lounge

### Magazines

- No magazines will be available at this time.
- Brochures will be available on request for clients to take home and will be kept in our 'clean' areas.

### Food & Beverages

- For the immediate future we will no longer offer food.
- During week 1 of reopening there will be no drinks available at Urban Retreat - please bring your own.
- From week 2 a limited drinks' offer will resume.

### Consultation Forms

- Where possible, all forms will now be completed on iPads not paper, with each iPad being wiped in between clients.

### Hair

- As we thrive to minimise the number of service provider touch points, where possible all service providers will be carrying out your service from start to finish.

### Retail

- No testers will available be on display.
- We have created a number of great value 'retail boxes' with our choice of hero products. Please ask our team about these.

### Windows

- We strive to ensure adequate ventilation throughout Urban Retreat, with doors and windows open where possible – so we apologise if it is cooler than usual.



## ADDITIONAL MEASURES

### Spray

- Whilst closed we undertook an MVX Protex spray of key areas that are regularly touched (door handles, desks, surfaces and handrails) within Urban Retreat. This is a revolutionary nanocoating that is antimicrobial and protects any surface from all virus and bacteria for 5 years. Surfaces, once coated, become self-cleaning for a minimum of 5 years.
- For more info visit <https://www.invisismart.com>

### Training

- We have conducted training to ensure all our team members care for our clients in a safe, hygienic, and professional manner.
- Our staff have been trained to adapt each treatment to uphold best practice, including hygiene and safety.
- We have agreed social distancing for our team in communal staff areas.
- Staff are briefed to uphold safe standards while dealing with responsibilities at reception.

### Staff Clothing

- Our staff will be wearing a simple uniform which is put on at Urban Retreat and removed at the end of the day. This uniform will not be worn to and from work.
- PPE will be available for our staff and has been integrated into our operating procedures.
- Gloves, Masks, Visors and Aprons will all be available.

### Hygiene Ritual

- Everyone entering the building will be required to perform a hand hygiene ritual and wear PPE.
- Hand hygiene is essential to reduce the transmission of infection. All staff and clients must decontaminate their hands with hand sanitiser.
- Hand hygiene must be performed immediately before every episode of direct client care and after any activity or contact that potentially results in hands becoming contaminated.

### Cleaning

- Cleaners have been and will continue to be on site throughout the day.
- As always, every morning we perform a deep clean before opening.
- We have our own onsite laundry; we ensure all towels and gowns are washed and laundered after every client. Towels are washed at high temperatures.
- A thorough cleaning and disinfection of surfaces and areas of contact with the client will be carried out after every procedure.
- We are using as many single use items as possible and as we have always done, we have UV Sterilisers and Barbicide being used before each use of specific tools.
- We have set up 'Cleaning & Hygiene Stations' throughout the building.
- We have a Cleaning timetable – that is audited by management throughout the day.
- We wipe down and clean the waiting area after each client.
- We have contracts in place for safe waste disposal.
- We have dyson sensor taps in all our toilets.

Should you have any questions or concerns, please get in touch with our customer relations team on **[customerrelations@urbanretreat.co.uk](mailto:customerrelations@urbanretreat.co.uk)**

For other information head to **[urbanretreat.co.uk](http://urbanretreat.co.uk)**

