

## **CORONA PROTECTION PLAN**

**July 2020**

The health, safety and general wellbeing of our clients and staff is very 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. They are here for your welfare so please respect them.

### Symptoms

- Please do not come to UR 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, or are feeling unwell or if any person in your household has the same or is self-isolating
- If you display any symptoms whilst at Urban Retreat you may 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 – so please try to be on time, and notify us if you are late
- Attend your appointment unaccompanied
- We will greet you warmly but without a handshake or personal contact
- Upon arrival, you must sanitise your hands fully before entering the building
- Will provide you with a face mask that we ask you wear during your visit
- Please maintain 2 metres distancing except when undergoing your treatment

### Cloakroom

- Please come with minimal belongings and limit the personal possessions you bring with you to UR
- Upon arrival you will be asked to leave all coats and bags in the dedicated cloakroom
- Multiple rails with only 5 clients belongings per rail will be available for you
- Only mobile phones and wallets will be allowed into the Service Areas
- The dedicated cloakroom is located directly opposite reception, which is always manned, plus we do have CCTV in place

### No Details – No Booking

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

### Payment, Cancellation & Refund Policy

- In an effort to reduce contact wherever possible, we advise you to pay by credit or debit card only.

# URBAN RETREAT

THE WHITE HOUSE

- To secure any booking 100% of the value of your service will need to be paid in advance. We are doing this to limit the amount of contact and time in the building, plus as we now have a limited amount of services available each day, we have to ensure every appointment is maximised. We don't want you having to wait longer to get in because slots were booked but then no one turned up.
- We will be adding a PPE surcharge of £2 to each visit to ensure our staff are protected.
- The till on the Ground floor will be operational for retail and all other payments when in UR
- Our cancellation policy remains at 24 hours' notice. If you need to cancel your appointment, we respectfully request at least 24 hours notice. Any cancellation or reschedule made less than 24 hours in advance will result in 100% of the value of your service being retained.

## Appointment Times

- We've added additional time for turnaround and room cleaning between each service
- We personally think it's safer to spend a bit longer getting all your services done in one visit and then coming in every few weeks than returning multiple times within a week but for shorter periods of time. This is purely based on limiting the number of times you go out and interact with people whilst they are doing the same.

## Space

- We are lucky enough to have 12,00 sq. ft – so please don't worry about over crowding
- 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 these waiting areas
- We are limiting the number of appointments at any one time in the building
  - 7 in Hair across 2 rooms
  - 3 in Nails
  - 1 in Barber
  - 5 people in the Waiting Lounge

## Magazines

- No magazines
- Brochures available for client's from reception on a needs basis to take home

## Food & Beverages

- For the immediate future we will no longer offer food
- Tea, Coffee & Water available, one complimentary per visit

## Consultation Forms

- All forms will now be completed on iPads not paper, with each iPad being sanitised in between clients

## Hair

- Service providers will be washing your hair to minimise the number of people you come into contact with

## Retail

- No testers will be on display
- We have created a number of great value retail boxes with our choice of hero products

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## Windows

- We will ensure adequate ventilation throughout UR with doors and windows open where possible – so we apologise if at time it may be a bit cold

## **ADDITIONAL MEASURES**

### Spray

- Whilst closed we undertook a 'Miracle Spray' of key areas that are regularly touched (door handles, desks, surfaces and handrails) within UR. 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> – check this is the right web address?

### Training

- We have conducted training to ensure all our team members care for our clients in a safe, hygienic, and professional manner (this includes PPE, cleaning and the overall client journey)
- 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 UR and removed at the end of the day. On removal it will be placed in a laundry bag alone and washed at 60°C. This uniform will not be worn to and from work.

### 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 by washing with antimicrobial soap and water for at least 20 seconds.
- 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, including the removal of PPE, equipment decontamination and waste handling.

### PPE

- PPE will be available for our staff and has been integrated into our operating procedures
- Gloves, Masks, Visors and Aprons will all be available

### 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.

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- We are using as many single use items as possible, plus we have UV Sterilisers and Barbicide being used before each use of specific tools.
- We have set up 'Cleaning & Hygiene Stations'
- 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