

Covid-19 Measures and Procedures

We are very conscious of the current health situation and want to make sure that our staff and our clients are in a completely safe environment. We want our clients to have complete reassurance and complete trust in us that we can deliver a very safe treatment in a safe and relaxing environment. We have put the following measures and procedures in place until further notice. We will of course adapt and update these procedures as and when required.

We would like to reiterate that these measures are temporary to safeguard our staff and clients at this current time.

The Cranwell House Team

Booking your Appointment

We will only be accepting appointments by prior arrangement only. At the time of your booking, we will ask you for your contact telephone number and email address. We will email you our Medical Consent document for you to E-Sign prior to your appointment, along with our clinic procedures. If you would just like to purchase products, please book a 15-minute consultation.

Prior to your Appointment

You will be contacted 24 hours before your appointment to confirm that you do not have any symptoms or feel unwell. We will also ask to take your payment over the phone.

Payments

We will contact you on the morning of your appointment to process your payment over the phone by card payment. We would prefer you to not pay cash. If on the occasion that cash is unavoidable, please put your cash in envelope before handing into Reception.

Attending the clinic for your appointment

- On arrival, please wait in your car. We will call you when we are ready for you. When you arrive, you may enter at either our front entrance or car park entrance. Please press the button, and wait until a member of the team lets you in.
- We have sanitising points by both entrances, please sanitise your hands as soon as you enter the clinic.
- A member of staff will take your temperature, and you will be asked some medical questions. If you are unwell, we will be unable to proceed with your treatment.
- Your Therapist/Aesthetician will then take you straight to the Treatment Room.
- Please attend your appointment unaccompanied. Please do not bring children or any pets.
- Please limit wearing of jewellery.
- Please limit personal possessions you bring with you. The clinic may reserve the right to prevent personal items entering the Treatment Room.
- You may be asked to wear overshoes whilst in the clinic.
- Please follow floor markings and notices in Reception areas and ensure 1-2 metre distance, except when undergoing treatment. We have a limit of one client in Reception at any one time.

Hygiene Measures & Procedures

- All Therapists and Aestheticians will wear PPE. Masks are available for clients during certain treatments.
- All clients will have their temperature taken on arrival
- Sanitising points are available at both entrances
- Screens have been fitted at our Reception desk to minimise contact and adhere to social distancing.
- Loyalty cards will be used by Reception staff only and attached to the clients file - these cannot be exchanged with staff during this time. We will keep a note of your loyalty points on file.
- Our Relaxation Lounge will be temporarily closed.
- No refreshments will be available so please bring your own water bottle if required.
- If you require any treatment brochures or to purchase any products, these will be handed to you by a member of staff.
- Treatment beds will be covered with disposable sheets.
- Our Manicure & Pedicure Room will be restricted to one client at a time.
- Extra time will be allowed between each client for Treatment Rooms and Reception areas to be cleaned and disinfected. A thorough cleaning will take place at the beginning and end of each day.

Respiratory Secretions and Cough Hygiene

Catch it! Bin it! Kill it!

Cover your nose with a tissue if you need to sneeze or cough and dispose promptly. Immediately wash or sanitise your hands. Please avoid touching your eyes, mouth and nose