

WHAT TO EXPECT WHEN YOU COME FOR A TREATMENT

We are making a commitment to follow the latest government guidelines and protocols with regard Covid-19. Hygiene and cleanliness have always been a priority, however enhanced measures are in place to provide all visitors to Combe Grove a safe place to enjoy wellness treatments and the leisure facilities at the Club.

While things will appear a little different, due to the changes we have had to make to facilitate social distancing and enable you to return with confidence, the Team really look forward to welcoming you back. Do get in touch by e-mail if you have any concerns that we have not addressed.

BOOKING

The Team will take all contact details on booking and payment will be taken over the telephone prior to arrival. For any onsite purchases, we will be operating a contactless payment system.

THE TEAM

Regular temperature checks are being carried out and if any member of the Team displays symptoms, has been in contact with anybody who displays symptoms or lives in a household where a family member is unwell or displays symptoms of Covid-19, that Team member will not be permitted to work.

All Team members have taken part in an internal Covid Secure training day with and the Wellness team have all carried out and are certified in Covid-19 Infection Prevention and Control by the Guild of Beauty Therapists.

ARRIVAL

On arrival, we ask clients to check in at the Wellness reception desk, where you will be warmly welcomed and directed to your treatment room. You may notice a few signs and markings to help you navigate the way and there will be extra seating to give you more space while waiting.

Clients arriving together will be from the same social bubble or family. Clients arriving individually will be managed by our receptionist to ensure social distancing.

In line with government guidelines, we expect all clients to sanitise their hands both on arrival and departure. Sanitising liquid will be available at reception. We request that you limit the number of personal items that you bring, limiting this to the bare essentials such as car keys and water bottles.

TREATMENTS

During treatments, therapists will be wearing masks. For your enhanced wellbeing, visors will be worn when carrying out face to face treatments and screens will be in place on our manicure tables. Also be assured that our therapists will be working to the highest hygiene standards and will thoroughly wash their hands before and after each treatment.

TOWELS

As is customary, towels and mitts used during treatments will be hygienically washed in-house and will be single use. Disposable covers will be used on all treatment beds and these will be changed between each client visit.

CLEANING

The Housekeeping Team have carried out an enhanced cleaning programme prior to the reopening of the treatment rooms. You can read more about our CleanAssure+ procedure in our Covid Secure Policy [here](#). The Wellness Team will uphold our enhanced cleaning policy in the Treatment rooms, and we have planned in an extra 15 minutes around each Treatment in order to ensure that they are thoroughly cleaned between treatments. In line with this, all printed materials and shared amenities have been removed.

TRACK AND TRACE

In accordance with government guidelines, a record must be kept of all onsite visitors. After your treatment, your details will be kept for 14 days by our Wellness Team. Should you wish to sign up to receive further information from us or subscribe to our newsletter, we will hold your details on file in line with our privacy policy, which you can read [here](#).

The Wellness team will be in touch a couple of days after your treatment as part of our treatment service any health issues can be discussed. If you become unwell within 14 days of your visit to Combe Grove, with symptoms of Covid-19, please call the Team straight away on **01225 834 644** or email treatments@combegrove.com.

The whole Team very much look forward to welcoming you back to Combe Grove.

21ST JULY 2020

**COMBE
GROVE**



GUILD TRAINING
INTERNATIONAL

This is to certify that

Anette Hall

has satisfied the requirements for the
Guild Training International qualification

**COVID-19 Infection Prevention
and Control**

Training Centre **Guild Training International**

Date Awarded **11 May 2020**

Registration No **146615**

Lynne Archer
Director of the Guild of Beauty Therapists

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Therapists

Guild Training International,
320 Barton Road, Derby DE23 6AE UK

Screenshot