



Calm and Clear Complementary Therapies®

Welcome Back – Covid-19 protection plan

I am very happy to welcome you back to the Calm and Clear Complementary Therapies clinics®.

I have introduced several new protection and social distancing measures to keep everyone safe.

If you are coming for a treatment then please read the details below carefully and please ask if there's anything you would like me to go over.

I have committed to making my treatments and the treatment rooms as Covid secure as possible. I have done special training in wearing PPE, learning about Covid-19 and sterilising workplaces from the World Health Organisation (WHO). I am proud to have an AoR Covid secure workplace.

Further details are below about a few things to consider and changes to how the booking and treatment process will occur for the time being.

I can't wait to see you again soon.

With kind regards

Rima



Before Booking an appointment

Prior to booking an appointment please check if you fall into any of the categories below.

Please do not book an appointment if you are showing any signs of Covid-19 including:

- A high temperature
- A new, continuous cough
- A loss or change to sense of smell or taste
- New marks, rashes, spots, bumps or other lesions on your skin or toes

Unfortunately, I also cannot see you if you fall into any of the following categories:

- If you have been in contact with someone who has tested positive for Covid-19, suspect they have the virus or if they or you have been contacted by NHS Track and trace team – all within the last 14 days.
- If you or someone you live with has travelled abroad within the past 14 days.
- If you are defined by the Government as being extremely vulnerable or shielding (those with an NHS letter or contacted by your GP).



Booking your appointment

- Currently to book appointments **please contact me by email or text** as the slot availability will not be as they were pre-covid. I'll be working different days and times to before due to allowing extra time between clients to clean.
- I hope to have the online booking system ready for you to book yourself an appointment by early September once clinics are settled.
- Once I've booked you in you will receive emails with booking details plus the 2 usual email reminders.
- I will also call you 24 hours prior to your appointment to do a **risk assessment** over the phone. If for any reason we cannot do this in the 24 hours before the session then I will need to cancel the appointment as this is a requirement by both the government and my insurance.



Payment

- All treatment payments are now **fully contactless**, no cash or cheques will be accepted. Until the online appointment system is working please pay via my online shop at this page: <https://www.calmclear.co.uk/product-category/treatments/>
- Or if you prefer to pay by BACS then I can send you the bank details.
- Once the online booking system is ready you can pay for your treatment when you book yourself in.



Cancellations

- For the current time the **cancellation period** has been lowered from the previous 48 hours notice to **24 hours notice**.
- If it happens that **you are unwell due to Covid-19 symptoms** or that any of the pre-booking precautions now apply (see above) or if there is something that comes up from the risk assessment done the day before your treatment the appointment will need to be cancelled. For these specific reasons there will be no cancellation charge.
- If you are **unable to attend for any other reason** then please give 24 hours notice, you will be able to cancel using the links on the appointment confirmation and reminder emails. Otherwise there will be a charge (normally the full cost of the treatment).
- I will also cancel your appointment should any of the above points apply to my **own personal circumstances**.
- A no show for a treatment signifies a late cancellation and the full treatment charge will apply.
- Cancellations cannot be made directly with the clinics at Covent Garden, Monument/Bank or Moorgate. They must be made directly with Calm and Clear Complementary Therapies using the methods listed above.
- If the clinic needs to close for a deep clean then your appointment will be cancelled or re-scheduled as requested. This may happen at short notice.



Consultations for new clients and existing clients

- If you are a **new client** you will be sent a link on the email confirming your appointment to complete your consultation form online prior to the treatment. I require this back a minimum of 24 hours before the session.
- If you are having a **follow-up treatment** the follow up consultation will be done over the telephone the day before when your risk assessment is done. This time will be then taken off the appointment time and the remainder of the session will be the practical treatment. This is to be in line with the government guidelines.



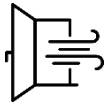
Arrival

- Please **arrive unaccompanied just a few minutes prior to your treatment** time. There is no waiting area inside Moorgate at present so **please wait just outside in the courtyard**, I should be near the doorway to greet you and then you can come inside with me. The sofas inside are not be used.
- On entering the building there is a **thermometer** to take your temperature. If it is 37.5 degrees Celsius or lower then we can continue, if it's higher than this then I'm sorry but you won't be able to go any further into building.
- There will be **hand sanitiser** just inside the entrance too, so once your temperature has been taken and it's ok please sanitise your hands before proceeding.
- Please keep to a **2 metre distance** within the building and in the treatment room wherever possible (other than during your treatment itself).
- Please wear a **face covering or mask** at all times inside the clinic.



What to Bring with you

- **Face covering/face mask** – which you will be asked to wear at all times within the building (unless you are exempt in which case please let me know in advance). If your particular treatment is on the face then you will be asked to remove the mask just for the duration of the treatment time.
- **Water bottle** – unfortunately, I cannot provide water in jugs/glasses as before so please bring your own water bottle with you for the session.
- Personal belongings – please bring the minimal amount with you



Treatment room

- The treatment room has been adapted to be more covid secure.
- It is thoroughly sterilised/cleaned before each new client arrives for their treatment. Everything is now wipeable, including couch covers and pillow cases. Anything not immediately washable or wipeable cannot be used. This includes fabric blankets and bolsters.
- If you wish to use a **blanket** then please bring your own one as currently I cannot provide this, sorry.
- I will also thoroughly ventilate the room in between clients and when during sessions too by opening windows where there is one (at Monument there is an air filtration system).



Uniform and PPE

- Upon arrival at the treatment room I will change from my outdoor clothing to specific work clothes and shoes (as I've always done) which is only worn indoors and these are also changed throughout the day.
- I will also be wearing specific PPE including face mask and visor as well as plastic apron and at time gloves too.



Track and Trace

- To comply with the Government **Track and Trace** we would provide some of your basic details, such as name, phone number or email should it turn out that anyone within the centre was infected on the day you attended.
- Should you not want me to keep your details for this purpose then please let me know at the time of booking.