

# Client information

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## Our pledge to you

Now the government has indicated that it is safe for therapists to return to some practice, we just wanted to reassure you that members of the Federation of Holistic Therapists (FHT) have been advised to carry out a full risk assessment and adhere to COVID-19 guidelines produced by the government and the FHT.

## If you are planning to visit

### Your therapist will...

- Check they are in good health before you arrive for treatment.
- Wash their hands or use hand sanitiser before treatment.
- Follow guidelines on the use of personal protective equipment (PPE).
- Be wearing a visor.
- Wash and Disinfect non-porous materials, e.g. massage couch, chairs and equipment.
- Change porous materials e.g. blankets and towels after every client and wash at 60 in accordance with guidelines.
- Replace couch roll and other disposable materials if used.
- Ventilate the treatment room and reception area after each client for an hour.
- Change their tunic/top/apron.
- Wear durable, disposable gloves when cleaning the premises.
- Steam clean using antibacterial solution each evening and if necessary during the day. Eg toilet.
- Maintain social distancing before and after the treatment.

### You will be asked to...

Prior to your treatment:

- Complete a short COVID-19 consultation form not more than 24 hours prior to appointment which I will email to you.
- Please check your temperature.
- Contact your therapist and re-schedule if you have any symptoms of COVID-19, or if any person in your household is self-isolating or showing symptoms. If you start to feel unwell just before your appointment or you have a temperature please call to re-book. There will not be a charge for late cancellations at this time.

### At your treatment:

- Please bring a bottle of water for your refreshment.
- Please only bring the items you need eg no extra bags and come without jewellery if possible especially necklaces or bracelets that are difficult to remove and put back on.
- Please keep your phone in a bag or pocket and don't touch it until you leave.
- Arrive at the agreed time and ensure social distancing before and after the treatment. I will open the door at your arrival time and be waiting for you.
- If you arrive early please wait in your car or in a safe area outside until I open the door, please do not ring the bell or use the door knocker. I cannot let you in early due to the cleaning time needed between clients.
- On entering please remove your shoes in the entrance hallway (a chair is provided).
- Use hand sanitiser provided on the table next to the chair, if you would then like to also wash your hands you can do so in the wash-room sink. Individual hand towels are provided, please use and put in the pedal bin underneath the sink.
- Follow guidelines on the use of PPE. Guidelines now state clients must wear a mask when entering the premises and during treatment unless you are exempt.
- Pay by BACS where possible. Cash can still be accepted if you prefer.

**If you have any questions or concerns, please contact me: Call/Text: 07793 532911 Email [jan@holistic-hideaway.co.uk](mailto:jan@holistic-hideaway.co.uk)**

**This information will be updated in accordance with government policy and FHT guidelines.**