



EQUILIBRIUM
MASSAGE & WELLNESS

Covid-19 Visitor Protocol

To help minimise the risks of Covid-19, below are the measures we expect you to take when visiting Equilibrium Massage & Wellness at The Clarity Therapy Centre:

- As of 24th September, you will be required to SCAN the 'Test & Trace' QR Code displayed upon arrival to your treatment. To do this you will need to download the **Covid-19 App**. Please scan in before each visit.
- Your Therapist will also be taking your **temperature** upon arrival to your treatment (if this reads at 38 degrees celsius or over this is considered a high temperature and you will not be able to continue with the treatment)
- Please bring a mask with you to your appointment, your therapist will be wearing either a visor or mask throughout consultation & treatment. You will be required to wear your mask throughout the treatment.
- Please wash your hands with supplied hand sanitiser before and when entering the clinic (this will be left on the side by the main door).
- Please use the online booking system, call or email to avoid the need to visit the reception.
- The use of the waiting room will be limited. So we ask that you arrive **at the time** of your appointment and **not early** so that you can go straight to the treatment room.
- Please attend appointments alone wherever possible.

- Please follow the government's current social distancing guidelines of a least 1 metre where 2 metres distance is not possible. This includes consultations and debriefs with your therapist.
- Please bring your own refreshments with you, we will not be able to supply these at this time.
- Pay by card or other cashless method, where possible.
- A client declaration online form will be sent to you prior to each appointment to screen for Covid-19 symptoms, so please complete these and return via email before you come in.
- Online consultation forms will be sent to each new client prior to the appointment to prevent the risk of spread via the use of shared materials including: pens, clipboard etc. Please complete this and return via email.

If you or a member of your household are experiencing any Covid-19 symptoms please rearrange your appointment, giving 24 hours notice where possible and self isolate for a minimum of 14 days. A Covid-19 specific CANCELLATION POLICY has been developed during this time, if you are unable to cancel within 24 hours, a fee will NOT be applied.

On behalf of the Equilibrium Massage & Wellness thank you for your cooperation. We look forward to seeing you.

Kind regards,

Georgia Morley

Equilibrium Massage & Wellness