



Covid-19 protocol (from 27 July 2020) No. 2

I have started from the basis that as we start to move around again the best thing we can do is to make things as safe as possible for each other.

- Please arrange a telephone call with me before your visit so that we can assess your needs and ensure that you receive the most appropriate treatment.
- Please do not arrange a massage or attend for a treatment if you think that you have symptoms. These include a high temperature, a new continuous cough, loss or change to your sense of smell or taste, an unusual rash.
- Please arrive at the appointed hour and telephone to let me know you have arrived. I will meet you at the door; there will be no need for you to touch the bell or any hard surfaces during your visit.
- Put on the sanitised visor which I will provide and wash your hands, drying them on the towel which will be used only by you. I shall also wear a visor. Please note that visors are preferred over masks as they allow us to see each other's faces and expressions; this is important during our opening consultation. If you would like to wear your own mask during the treatment that is fine.
- I shall aim to keep one metre distance between our faces at all times so head and face massage will not be possible.
- My treatment room is as safe an environment as I can make it, with linen only used once per client and washed at a high temperature. A box of tissues is available and hygienic arrangements are made for their disposal.
- The main issue to recognise is the passing of the virus via droplets in the air which come from our mouths. Skin to skin touch does not seem to be so risky but I am very happy to deliver a massage which avoids all skin to skin contact. All the benefits on No Hands massage can be delivered in this way though I also recognise the importance of human touch, especially at this time.
- Where needed I will use surgical gloves to massage directly on to your skin. The gloves are made of latex and feel entirely comfortable for the client.
- You should know that because of the need to keep the room warm there will be little or no flow-through of air. However, between treatments the room will be thoroughly ventilated and my treatments will be well spaced, initially one only per day.
- My aim is to provide you with your massage in an environment which is as safe for both of us as we can make it. With this in mind please make your views known to me in advance of the treatment, so that arrangements can be adjusted if necessary.
- Please bring your own water but nothing else other than the clothes you are wearing.
- As handling money is tricky please arrange to pay in advance by BACS.

I look forward to seeing you and to providing you with the massage which you need.

John