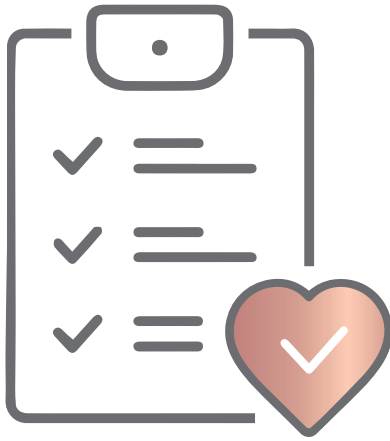


The Little Retreat

Keeping you safe
when you visit

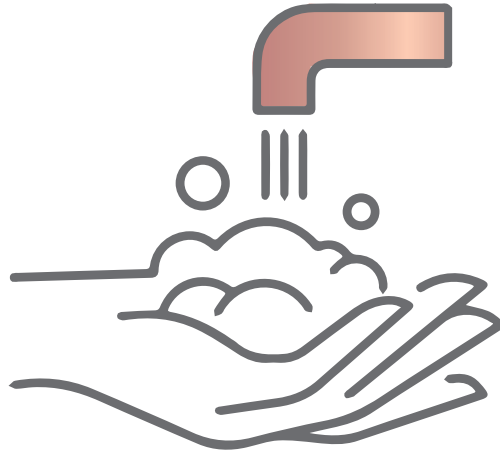
INFORMATION GUIDE



Step 1.

WHAT DO I NEED TO DO BEFORE MY APPOINTMENT?

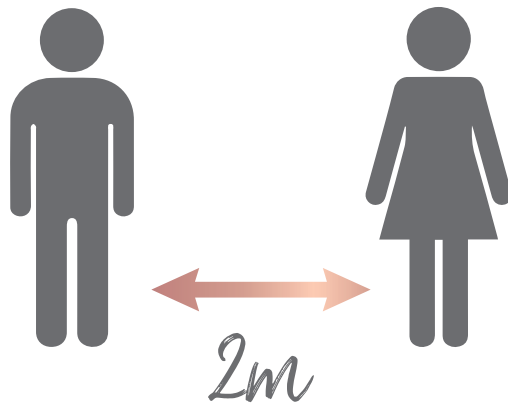
- If you are unwell or show any symptoms please refrain from visiting the salon
- 24 hours before your appointment please ensure you have completed the Covid Health Questionnaire. A member of the team will ring and go through it with you on the phone. When you arrive at the salon you will be asked to sign it.
- Please arrive five minutes before your appointment time. Please do not be late. Any clients that are late risk their appointment not being able to take place, due to the strict scheduling we have in place.
- Bring as little personal property along to your appointment as possible (leave handbags, jewellery at home)
- Treat yourself to some “you” time when coming to The Retreat and attend all appointments alone
- All clients must wear a mask within the salon as per the government guidelines. You can either bring your own or buy one for £1.
- Please refrain from visiting the salon if you are under an isolation or quarantine order
- Please ensure you have showered before arriving for your massage



Step 2.

WHAT WILL HAPPEN ON ARRIVAL?

- On arrival at the salon we will greet you with a no-touch welcome ritual, this isn't because we don't care – just keeping you safe!
- We will ask you immediately to then wash your hands for at least 20 seconds
- We will take your temperature and record it on your Covid Health Form which we will ask you to sign
- If you are a new client you will also be asked to complete a new client record card
- Due to our cloakroom being closed if you bring any belongings with you we will provide you with a bag to carry these in during your visit to TLR
- If your therapist is ready you will be taken straight to your treatment. If not, you will be seated in our socially distanced lounge.



Step 3.

WHAT WILL HAPPEN DURING MY VISIT?

- There are hand sanitizers throughout the salon please use these as much as you wish
- Drinks are now provided on a table service basis only, so the hydration station has been removed, but don't worry the cocktail menu and drinks menu is available on request within the lounge.
- Please respect the sanitation and hygiene standards within the salon and communicated via our employees
- Please respect our salon social distancing requirements and be respectful of other guests keeping 2m apart
- We ask that payments are contactless where possible
- Our boutique shop is open and full of wonderful bits and bobs for you, but we have had to remove any testers. These are now request only.



OTHER THINGS WE HAVE DONE TO KEEP YOU SAFE

- Please respect the signs that are dotted around The Retreat
- All staff will be wearing full PPE during your treatments
- There are strict cleaning regimes in place hourly and after each client's treatments
- There are screens at reception and in the nail room for your safety
- Please note there is a staff bathroom and separate client bathroom
- At some points during your visit, rooms might be closed off for cleaning, please adhere to any signage.

Thank you

Thank you so much for your support, understanding and patience, we can't wait to see you all soon.

Team TLR x