

Working hard to keep you safe

We have been working hard over the recent months, giving the salon a complete overall and redeveloping the way that we work so that you can feel as safe as being at home whilst enjoying a wonderful treatment in our beautiful salon.

We have been asked a number of questions about our planned reopening and so I thought I would answer them here. Please be aware however that these details are likely to change as soon as the government issue advice specific for the beauty industry.

When are you reopening?

We very much hope the 12th April but this is subject to change, depending on government guidelines. We will keep you updated via our socials and website when we get clarification from the government on this.

What are you doing to keep us safe?

There is a lot we do to keep you safe. Since opening, we have always gone above and beyond (in what is a very much unregulated industry) to ensure your health and safety. From stringent cleaning rotas to a full time cleaner, cleanliness and hygiene has always featured highly at the Bay.

Interestingly, when I bought my very first treatment bed for the business, I also invested in a medical grade Autoclave as I recognised that hygiene was as much a part of the role of a beauty therapist as the treatment itself. A principle very much remains with us today, at the heart of the business.

What is an Autoclave?

An Autoclave is used to sterilise our tools. If you've visited, you've probably never seen it. The importance of safe handling, combined with its cost means that it's stored carefully out the back, 'behind the scenes' - where so much of what we do takes place to ensure that you are safe in our hands.

If you are interested in reading further about how Autoclaves work, you'll find more information here:

<https://tuttnauer.com/blog/autoclave>

We also have a glass bead steriliser, Barbicide disinfectant and Navy pro wipes at various different stations throughout the salon.

Glass bead steriliser - another means to sterilise our tools, heats to over 300 c
Barbicide - a well-known and respected disinfectant solution. We steep our tools in this to sanitise them. All of the team are qualified in the safe use of Barbicide.

Navy pro wipes – A disinfecting cleansing system developed for the beauty industry and approved by Dr Patricia Fenton MB BS (NHS trust director of infection).

Are you doing anything different in light of Covid 19?

The most exciting and innovative concept that we have introduced are Beauty at the Bay 'BATB Bubbles'. The large size of our premises means that we have been able to effectively section off the salon into 'Bubbles' – zones where you be exclusively in the safe hands of your highly qualified therapist only. We are looking to only treat one person per room/'bubble' as opposed to smaller businesses, who will need to section off rooms – you really will be as safe as possible.

We have also introduced a number of other steps in light of Covid 19.

This includes but not exclusively:

- Reducing the number of clients that we have in the salon at any one time
- Reducing the number of therapists that we have in work at any one time.
- Each room has its own specific, clearly defined disinfection rotas which will be completed once a client leaves and before the next client is brought in. Time has been scheduled in our diary to allow for the cleaning to take place.
- Marking the salon floor to highlight a safe 2-meter distance in communal areas – this is more for the benefit of our team because as we say, we will be treating one person per room or 'Bubble'
- Signs to remind you of the need to social distance. For the reasons set out above.
- We have increased the entry points to the salon to allow us to avoid the bottle neck in reception. We will share more details on this closer to the time as we are still working through the logistics.
- Clearly labelled sanitisation stations where you can wash your hands at the entry points of the salon
- A portable card machine to allow us to take the payment system to you so that you can remain in your bubble.
- We think it is likely that we will need you to wear a mask to your appointment. If you do not have one, we can provide one at cost price (£1)

For anxious/vulnerable clients we have developed a further treatment room away from the main salon so that you will not have to even enter the main salon premises.

As always, when we close and clean the salon of an evening, we will then be backed up by our full-time professional cleaner – with added focus on 'hot spot' zones

We will of course also look to further incorporate government guidelines for working safety into our plan when they are issued.

What have you done for your team in light of Covid 19

As a salon team, we have all been working hard to ensure that we stay bonded with weekly zoom catch up meetings. We have also undertaken a number of different training courses to not only develop our skills as therapists but also to ensure that we understand what the 'new normal' will be when we return.

We have all completed Dermalogica's 'Safe touch' training qualification which has educated us on how to best stay safe and what our job may look like, dependant on government recommendation. It really helped us to look positive to the future of the business. We will

proudly display our Safe touch qualification in our reception area and you can see them posted here.

We have also set up a private What's app group called 'reopening' where I share the latest information and industry suggestions on best practice. This gives the team to ask questions and put ideas forwards. We have worked closely together to develop our reopening plan and having everyone involved has meant that we all feel on board with the plans.

I have and have a number of different tool box talks set up for our return covering everything from PPE and how to put it on/remove to WHO guidance on correct hand washing (and everything in between!)

To help further;

We have split the team in 2 to decrease contact with each other

We have staggered breaks to avoid unnecessary contact

We have taken all training and meetings online using the Zoom meeting app.

We have developed our outside area during lockdown to provide the team with a lovely space to rest and enjoy lunch (weather permitting)

We have lockers that the team can store their belongings away safely

We have advised our team to arrive in their own clothes and change into uniform on arrival

We have given specific washing instructions for uniforms and provided each team member with a scrub bag to ensure that they handle our laundry safely

The list is almost endless – we have looked to cover every possible situation and have drawn Risk Assessments up with our Health and safety specialists Aventure.

Can you add me to a call back list for when you re-open

Of course! Please email your details to

Enquiries@beautyatthebay.co.uk

The information we require is: your full name, what treatment you wanted to book, the date you were looking for

Beverages

It looks as though we will have to temporarily suspend offering beverages but rest assured that as soon as we are able to offer this again, we will get it up and running for your enjoyment. In the meantime, please feel free to bring a bottle of water should you desperately need a sip, however we will have to ask you to rewash your hands and replace your mask if you touch your mask.

Will you be offering Afternoon tea when you reopen

We have taken the difficult decision to pause Afternoon Tea for a month after reopening and will reassess. We will announce on our socials when we are ready to offer this again. If you have Tea booked with us between now and September, please contact us for a deposit refund. We will definitely relaunch it again, but at a later date when we have had a chance to get our treatments up and running effectively again.

Wearing of masks

When we reopen, you'll see that your therapist will be wearing a mask - in line with government guidance which states that when social distancing cannot be maintained, masks must be worn (and of course, your therapist will need to be within 2 meters). We ask that you arrive wearing a mask, if you do not have a mask, we can provide you with a mask.

If you have any further questions, then please do not hesitate to get in contact with us. You can either message us through our social media channels or email us at enquiries@beautyatthebsy.co.uk

until then, we cannot wait to welcome you back and are so extremely grateful for your continued support!

Marie and the Team x