

We are delighted to announce NMBC are able to open the doors to our fabulous clients following 16 weeks of lockdown.

In line with government's guidelines we will be opening our doors again on **Tuesday 14th July 2020**, appointment only.

As Professionals in our industry we already adhere to strict hygiene controls however in light of COVID -19 we have spent a lot of time following the news and guidelines and are ready to share with you how we will be implementing infection prevention measures throughout the Clinic for the foreseeable future.

Below is a summary of some of the important changes and additions to our procedures and protocols you will need to be aware of.

Prior to any appointment you will be contacted either by email and/or phone and asked to complete an Online COVID-19 screening questionnaire as follows :

- Has anything changed on your medical history since your last visit?
- Have you in the past 14 days noticed the onset of a new, continuous cough?
- Have you in the past 14 days experienced a high temperature (fever)?
- Have you recently noticed a loss or change to your sense of smell or taste?
- Have you had close personal contact (within 2 metres for over 15 minutes) in the past 14 days with someone who has or has had any of the above symptoms?
- Have you had close personal contact (within 2 metres for over 15 minutes) in the past 14 days with someone who is being tested for COVID 19?
- Are you currently self-isolating?
- Has the government or any other body advised you that you need shielding from Covid-19?
- Are you awaiting a result on a test on COVID-19?
- Have you tested positive for COVID-19 (in the last 14 days)

THE ONLINE SCREENING QUESTIONNAIRE MUST BE SUBMITTED VIA EMAIL TO THE CLINIC 24 HOURS MIN PRIOR TO YOUR SCHEDULED APPOINTMENT. CLIENTS WHO HAVE NOT COMPLETED QUESTIONNAIRE WILL NOT BE ELIGIBLE TO RECEIVE ANY TREATMENT OR REFUND OF BOOKING FEE.

Our Clinic entrance will be strictly controlled by staff only – no walk-in appointments or walk-in consultations will be available.

Upon arrival please let us know you are here at Clinic; you can telephone us or if you are parked directly outside the Clinic, we will be visually aware. We will then inform you when you can safely enter the Clinic.

We request clients to arrive alone (unless absolutely necessary) with as little personal property as possible.

Directly upon entering Clinic premises you will find our sanitisation station where you will be expected to sanitise your hands with our provided hand sanitisers and your temperature will be measured.

Disposable masks will be available for Client use.

Upon arrival in treatment room and prior to any treatment you will be asked to place all personal belongings including footwear into a plastic box you will find situated in the treatment room. Following this procedure please thoroughly wash your hands using the anti-bacterial soap provided and dry with paper towels which are available alongside anti-bacterial soap and hand sanitisers available in all treatment rooms.

Once the above protocol has been followed you may make yourself comfortable on the couch.

Our therapists will thoroughly wash their hands prior to any contact with their Client.

Treatments will then commence as usual.

After your treatment is complete you will be able to re-book for future treatment/s, purchase products and any added payment/s will be taken. Once complete a member of staff will escort you out of the Clinic.

The treatment room plus any tools/ utensil's that are not disposable will then be fully disinfected and sanitised ready for the next client.

TREATMENTS AVAILABLE FROM 13/07/2020 (Update Daily)

Manicure

Pedicure

Body Waxing

Body IPL Hair Removal

Body Skin Tightening & Cellulite Reduction

APPOINTMENTS

All services must be scheduled, and we politely request that the appointments times are strictly met. Failure to arrive to your appointment on time will have an impact on your overall allocated treatment time and could result in your treatment being cancelled.

This is essential for us to operate effectively under the current guidelines and to mitigate any risk to our clients.

At time of booking we will require a booking fee of 100% of your treatment cost, unfortunately during these uncertain times we need to minimise time spent in the Clinic, handling of card machine & 'no shows' and this will enable us to efficiently manage client demand and expectations within the constraints imposed by COVID-19. Any subsequent bookings scheduled post initial opening, will be charged a 50% booking fee of your total treatment costs.

In cases of genuine reasons for non-attendance please contact the Clinic 24 hours min prior to scheduled appointment in order for your deposit to be held on an account for you for 28 days post

missed appointment. Failure to give the Clinic 24 hours' notice will result in no treatment and no refund of Booking Fee.

No refunds available for late arrivals which need to be cancelled due to time constraint.

PAYMENTS

Any treatment add-ons or products can be paid for in Clinic.

We welcome all payment types.

Bank Transfer (only available if full required booking fee is made at time of booking and must be paid at least 24 hours prior to appointment).

Any cash payments should be for the correct amount – change will be unavailable.

BATHROOM FACILITIES

Bathroom Facilities will be available and hygiene maintained between each visit by NMBC staff following any use.

REFRESHMENTS

Refreshments will not be available at present but please feel free to bring in your own water.

Food and other beverages are prohibited in Clinic.

TESTERS & INFORMATION LEAFLETS

There will be no testers available for trial in Clinic at present.

Any treatment pamphlets or price lists regarding any of our services can be requested and will be handed to you by your therapist or can be mailed electronically to your email.

We wish to thank you for working with us to enable us to re-open and we look forward to greeting you in Clinic soon.

Please be assured we will continue to follow the guidelines closely and will implement any changes necessary in order to be compliant at all times.

Best regards

Natalie Marie Beauty Clinic