



design your body

HYPOXI Worcestershire
Rejuvenate, Town Mills
Mill Street
Kidderminster
DY11 6XW

October 2020

As a result of the coronavirus pandemic we have introduced a number of changes to ensure we keep our Team and Clients as safe as possible. Please read our guide to keeping everyone safe, things you need to check to ensure it is safe to go ahead with your appointment, and things we require you to do when attending your appointment.

Our guide to keeping everyone safe*

- Appointment only
- Fewer customers at any one time
- QR code for scanning at 2nd floor entrance (optional for Government track and trace purposes)
- Either a protected one to one therapist treatment or a 2m distance
- Social distancing markers
- Designated 1:1 areas
- Therapists undertaking 1:1 treatment will wear Personal Protection Equipment (eg face masks, visors, disposable gloves and apron)
- All therapists have completed additional hygiene and safety training specific to COVID 19
- All treatments and processes have been reviewed and adapted for safety where necessary
- Increased cleaning and full sanitization of all equipment pre and post client treatment
 - Dedicated time assigned pre and post client to allow equipment and room sanitization and therapist PPE change
- Protective screens where appropriate
- Contactless payment available via:
 - Touchscreen, glass surface terminal – no buttons for germs to hide under!
 - Debit and Credit cards accepted: Maestro, Visa and Mastercard
 - Contactless card
 - Apple Pay
 - Cash payments accepted for the correct amount so as to minimise cash handling
- Consultations available in advance of your visit either by phone or FaceTime

Things we ask everyone to check and confirm to ensure it is safe to go ahead with your appointment:

Please don't make an appointment or visit if you have any of the following symptoms:

- Fever
- Cough
- Sore throat
- Runny nose
- Body aches
- Head aches
- Loss of taste or smell

If you arrive with symptoms to your appointment you will be asked to leave immediately



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If a member of your household, or anyone you have been in contact with, has COVID 19 or is awaiting test results, please don't make an appointment or visit for 14 days. If you are unsure please contact us.

We will happily reschedule your appointment with no charge.

We require all clients to attend their appointment:

- Wearing a face mask (disposable masks can be purchased on arrival for £1 if required)
- Alone
- Arrive on time, no more than 5 minutes early
- With only essential belongings eg phone, keys and payment card
- Metal jewelry should be kept to a minimum
- Our toilet will be clean and available but try and arrive having already been!
- Our shower will be clean and available but please bring your own towels
- With a bottle of water or refreshment of choice
- On arrival to the second floor, Town Mills, please use the sanitizer provided to sanitize your hands and wait to be personally welcomed by your therapist before entering.
- Your therapist will greet you at the door and take you immediately to your treatment area.
 - On the rare occasion you have to wait for your therapist please wait at the 2nd floor door and socially distance if necessary, using the floor markings
- If you need to wear a coat please hang it on the coat stand on the 2nd floor landing prior to sanitizing your hands and entering the Studio with your Therapist.

*Our approach will continually be under review and modified in line with Customer Feedback, The Government, Scientists and our Industry Body's advice at the time.

GDPR: Protecting your personal information

We take your privacy seriously and the information we collect about you will be held confidentially and in compliance with GDPR (data protections laws). Your personal information will be stored securely within our IT system or in a locked filing cabinet and can only be seen by members of our team. Unless you let us know otherwise, we will keep a record of your personal information while you are a client and for four years after your last visit, after which your records will be deleted (unless we are required by law to keep your personal information for longer).

Please sign to confirm you have read, understand and agree to abide by our Coronavirus Safety rules:

Name: _____

Phone: _____

Address: _____

Signature: _____

Date: _____