



Royal Reiki
Client Consultation Form
www.royalreiki.com

Coronavirus (COVID-19) Infection Prevention & Control Policy

For

Royal Reiki

11th September 2020

Every one of us has been affected by the coronavirus (COVID-19) pandemic.

I have missed being able to offer you treatments, and I am looking forward to seeing you again as soon as possible after the lockdown has been lifted and it has been deemed safe for us to work.

My priority is to keep you as safe as possible, and prior to re-opening my business, I have implemented a number of changes in line with the government guidelines which I would like to make you aware of. During the time Royal Reiki has been shut, I have completed the COVID-19 Awareness course. I have since made a number of changes in the way that I operate which you will notice when you next visit.

Booking Appointments

Please note I will call you 24 hours prior to your appointment to confirm that you are feeling well, and are not experiencing any COVID-19 symptoms.

If I feel ill or have any symptoms of COVID-19, I will self-isolate immediately and not come in to work. This may mean that I have to cancel your appointment at short notice. I appreciate that this may be inconvenient, but it is done entirely for your own safety. If your appointment is cancelled, you will be able to re-book again or ask for a full refund.



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If you or any of the people you live with, feel ill or display any symptoms of COVID-19 – please advise us as soon as possible and **DO NOT COME TO INTO THE SHOP FOR YOUR APPOINTMENT. I WILL ALSO BE UNABLE TO ATTEND YOUR HOME VISIT IF APPLICABLE.**

We have amended our booking terms and conditions and you will not be charged for any appointments which you miss due to Covid-19.

Visiting our business/Home Visits

For your safety and to maintain social distancing, I ask that you attend your appointments as close to the appointment time as possible. Please do not turn up early for appointments as this may mean that you come into contact with other clients who are just leaving.

I have increased the frequency of cleaning within the treatment rooms, including making sure that common surfaces, toilets door handles etc. are wiped clean using disinfectant products between each client.

All tools and equipment will be disinfected or sterilized in line with the specific manufacturers' instructions for your safety.

Wherever possible I will utilise environmentally friendly, single use items during a treatment that will be disposed of safely after use in order to protect you from cross infection.

I will request that you complete to complete a manual form for NHS Track and Trace.

You will have hand sanitiser available for you to use when you come into the building.



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Please ensure you wear a facemask to your appointment, if you forget your mask, I will supply you with a new one.

I will be using personal protective equipment (PPE) during your visit and during your treatment. This may include disposable gloves / facemasks / aprons where appropriate.

I can confirm that the laundering of towels and uniforms is a priority and I can assure you that all laundry is washed at 60°C

All disposable items are bagged and safely removed from the treatment area between each client.

Please bring a bottle of water with you for after your treatment, as I am no longer able to supply you with this.

Your temperature will be taken prior to the treatment using a non-contact. Thermometer, and you will be requested to use hand sanitizer on arrival.

My treatments

I have carried out a risk assessment on all treatments and I am confident that we can continue to provide these safely.

During your treatment

I understand the importance of hand hygiene and we will ensure that I wash my hands in accordance with NHS recommendations before the start of your treatment.

I will try to make your treatment as safe, comfortable and enjoyable as possible. If



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you have any concerns about your treatments, please let me know and I will do what I can to assist you.

The Royal Reiki client Covid-19 declaration form and Covid-19 Medical Questionnaire must be completed before your appointment. I will check these forms and call you if there is anything I need to clarify prior to your treatment.

In order to avoid handling of cash, I would prefer if you could pay for your treatment by card / or in advance using bank transfer.

All of these procedures have been implemented for your safety and mine. We will continue to take advice from the Government and the NHS regarding safe practice and will amend them as necessary.

Please note you will need to complete this prior to every treatment until the foreseeable future.

I would also like to remind you that you must inform me if you or any members of your household have any Covid-19 symptoms in the next 14 days after your session.

Thank you for your understanding.

Name: -----

Signature: -----

Date: -----

Name of Practitioner: -----



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Signature: -----

Date: -----