

CBX MASSAGE THERAPIES

Covid-19 Regulations

We are eager to return following guidelines which have been set and are ever evolving. We will be doing everything we can to keep you safe and are confident that you will still have a very enjoyable treatment with us. If any of the regulations change, we will contact you prior to your appointment to let you know.

Please see below, just some of the things we have done to keep you safe.

- Your therapist will be wearing PPE, this will include a face visor and disposable gloves.
- We have reduced the time of each session to 30 minutes to lower the risk of transmission.
- We have staggered appointment times, to allow for deep cleaning between clients.
- We will now be doing new-client consultations via telephone, rather than face to face. This will be prior to the appointment. Please note that we will need a signature on our consultation form upon arrival (a sanitised pen which will be provided to you).
- We will be asking you some covid-19 screening questions prior to your appointment.
- Your temperature will be checked using a non-contact forehead thermometer.
- Payments can now be paid via BACS, prior to your appointment. If you must pay with cash, we will have a box which you can drop the correct payment into. We will not be handling money, so please bring the correct amount if you can, as no change will be given.
- We are keeping a record of all clients so we can assist in track and trace.

We would also like to ask that you adhere to some guidelines below too.

- Please arrive at your specified appointment time.
- Please wear a face covering to your appointment, this will be required for any upward facing treatment.
- We ask that you do not wear any non-essential items such as costume jewellery, hats, scarves etc
- Before your treatment, you will be asked to use hand sanitizer.
- If you are classed as high risk or vulnerable to covid-19, we are sorry but, we are unable to see you at this time (please refer to the NHS website if you are unsure).
- If you have previously had covid-19, we ask that you seek GP permission before booking an appointment.
- Please bring your own water bottle to your treatment, as we are unable to provide drinks for you currently.
- If the therapist, or people in the same household as them, become unwell with covid-19, you will be contacted to rearrange after the 14-day quarantine period.
- Due to government guidelines, we are unable to take as many appointments as we would like, so we now require 24 hours' notice for cancellations or full payment will be required (unless there are exceptional circumstances).

We know we are asking a lot from our clients but these are government guidelines that we must put in place to ensure that you are safe in our care. We are looking forward to starting and are now taking appointments 😊

Please contact us if you have any further questions and we will be happy to assist.

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