**Appointment Important Information**

All appointments must be pre-booked either over the telephone (tel 07889 744348) or via online booking at [www.novyhealthandbeauty.co.uk](http://www.novyhealthandbeauty.co.uk)

Prior to your appointment you need to complete a Covid-19 health questionnaire which you should return to me before your appointment.

If you are unwell please let me know and we can rearrange your appointment for when you feel better.

Please arrive at the time of your appointment and phone me so I know you have arrived and I will come to meet you or ring the door bell and wait by the door to be met.

Please do not bring anyone else with you to your appointment.

Avoid bringing any unnecessary personal belongings into the salon, ie coats, bags, shopping.

Please do not bring any food into the salon. You may wish to bring a drink with you as I am unable to provide a drink of water after your treatment.

All Clients will be asked to wash/sanitise their hands when entering the salon and additional hand sanitisers are available to use.

Please avoid touching any surfaces/products unnecessarily.

If you know you would like to purchase a retail items, if possible please let me know before you come to your appointment, then I can have them ready for you.

Where possible please continue to use a cashless method of payment (pay by card, contactless or online payment). At the end of your appointment please be aware that I need to do a thorough clean and change in preparation for my next client.

Clients wear a mask. I will be wearing additional protective equipment for all our safety. This may include disposable apron, face shield, face mask, gloves. .

Our toilet will not be available so please “go” beforehand.

You contact information is always held safe and secure and in accordance with GDPR, however it may be necessary to share your personal contact information with NHS Track & Trace.

All surfaces, tools and equipment will be thorough cleaned regularly including at the start and end of each day, before and after each client, where necessary during your appointment as part of my enhanced cleaning regime. In some cases disposable tools may be used.

