**TO ALL MY VALUED CLIENTS**

As the world starts to try to get back to the new ‘Normal’, I too am having to adapt and make the necessary changes so that Face to Face sessions can begin again with both myself and clients feeling confident that all measures have been put in place to keep up safe.

**Billericay Therapy Room - Re-opening Monday 6th July 2020**

The above date is proposed for my Therapy Room to re-open alongside the hair salon and beauty salon.

There are a number of proposed changes that we have to implement in order for all services within the building to resume safely.

* For those clients visiting by car please wait in your car until your exact appointment time. We no longer have the chair at the top of the stairs for anyone to wait for appointments.
* On entering the door to the stairs, there has been a hand sanitiser installed, please ensure that you use this prior to coming up the stair.
* My door will be open and I will be seated waiting for you to arrive. Please enter the room and close the door behind you.
* The room has been slightly reorganised to ensure that government guidelines of 2 mtrs apart is maintained.
* Please feel free to use a face mask if you so wish and ask me to use one also if that would make you feel more comfortable. I also have a number of clear face visors that I am happy to wear.
* Hand sanitiser will be available in the room for you to use at any point.
* For the immediate future please bring any drinks or water with you to your session.
* Tissues will continue to be provided.
* At the end of the session, I will remain seated and wait for you to open and level the room to help avoid cross contamination on handles etc.
* Please ensure that you use the hand sanitiser at the bottom of the stairs before you open the door and leave the premises.
* I am ensuring extra time between sessions has been allocated so that I can sanitise the chair, pens, clipboards, handles etc with anti-bacterial gel after every client.

I know all of you will fully understand the reasoning behind these extra precautions and will be fully supportive. However, I know that many clients may feel very nervous about resuming face to face support, and I’m more than happy to continue with their on-line support now and into the future.

Other services upstairs of the salon will also be adhering to new restrictions and we will be making every effort to ensure that clients do not have to cross paths. However, please remember that if someone else is coming up the stairs, we suggest that you use the bathroom facility to allow for the 2mtr rule to be adhered to.

If any client has any further suggestions, recommendations or requirements for their sessions that can be accommodated please just text me and let me know.

My aim is to continue to support each and every one of you in the way that is comfortable for you – It’s All About You!

**MY PLEDGE**

My Pledge to you is that if I have any cause for concern regarding my health and showing any symptoms of Covid 19, I will of course inform you immediately.

I also ask that any client that feels unwell prior to their appointment, has a temperature, cough or any other symptom, or has been in contact with anyone suspected or diagnosed with Corona Virus, will inform me and we can re-schedule or continue with on-line support. During this period my Cancellation Policy of 24 hours’ notice will be disregarded.

Please note that should the worst happen and there be a diagnosis of Covid19 for myself or a client, I shall have to report the situation to the NHS as part of their track and trace procedure. By returning to sessions at the Therapy Room it is understood that you are aware of this situation and hereby agree that I may give the relevant authorities your name and contact details as requested.

**Please Note: Face to Face Counselling Sessions are subject to change with immediate effect should Government Guidelines change. Please bear with me whilst these new measures are put in place, it is for all our benefits.**