



Coronavirus (COVID-19) Infection Prevention & Control Policy

For

MK Clairvoyants and associated businesses

All of us have been affected by the coronavirus (COVID-19) pandemic. At MK Clairvoyants, given the difficulties with being safe and ensuring that our clients are safe continues to be our priority, far above any economic or financial gain from still operating as a service.

It has not been an easy decision, even when we know the advantages of readings when working with clients with a variety of needs, especially in the lockdown period. It is, however, a sacrifice worth maintaining for the safety of not just our clients but also the wider community.

We have missed being able to offer you the treatments that we know you love, and we are looking forward to seeing you again as soon as possible.

Our priority is to keep you as safe as possible, and prior to re-opening our public facing businesses. We have implemented several changes which we would like to make you aware of. During the time, parts of the businesses such as the Indoor Market in Dover, our church in Dymchurch and our face to face readings has been shut. We have completed the Coronavirus (COVID-19) Infection Prevention and Control course which is accredited by the Guild of Professional Beauty Therapists Ltd, the UK trade body for our industry. We have since made several changes in the way that we operate that you will notice when you next visit.

Booking Appointments

If we feel ill or have symptoms of COVID-19, we will self-isolate immediately and not come into our centre in Dymchurch or at the Indoor market in Dover. This may mean that we must cancel your appointment at short notice. We 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 or gift voucher.

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 YOUR APPOINTMENT** either for your reading or for a therapy. We have amended our booking terms and conditions and you will not be charged for any appointments which you miss due to illness relating to COVID-19.

Visiting one of our Centres

For your safety and to maintain social distancing, we 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 meet other clients who are just leaving.

We have increased the frequency of cleaning in the home and follow guidelines including making sure that common surfaces, toilets door handles etc. are wiped clean using disinfectant products between each client or on regular intervals.

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

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

You will have access to soap and hot water to wash your hands with as soon as you enter the centre and we will also have hand sanitiser available for you to use when you come into the centre.

We will understand and not be offended if you wish to wear a facemask or wear disposable gloves when you visit us during your treatment or during your reading if this is appropriate.

Please do not be surprised or upset if we use personal protective equipment (PPE) during your visit and during your treatment/reading. This may include disposable gloves / facemasks / aprons where appropriate.

We can confirm that the laundering of towels and uniforms is a priority we can assure you that all laundry is washed at 60 degrees C.

All disposable items such as gloves or masks are bagged and safely removed from the treatment area between each client.

Our treatments

We have carried out a risk assessment on all treatments and we are confident that we can continue to provide these safely. We have decided that the following treatments cannot be provided until further notice

Massage, Reiki, Spiritual Healing, and other hands on healing or complementary therapies.

During your treatment

We understand the importance of hand hygiene and we will ensure that we wash our hands in according with NHS recommendations before the start of your treatment.

We will try to make your treatment as safe, comfortable, and enjoyable as possible. If you have any concerns about your treatments, please let us know and we will do what we can to satisfy you.

After the treatment

To avoid handling of cash, we would prefer if you could pay for your treatment by card / or in advance using bank transfers or PayPal. Note also that you can now use contactless up to £45. 00.

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

Thanks you for your understanding.

Kirsty and Matt Grogan

Date: 15th May 2020