

# Le Masseur Personnel – Appointment protocols and requirements for clients

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This is a living document and subject to change without notice. Please check this document regularly and prior to your appointment. These measures go above the current regulations required but we feel they are necessary to better protect both our staff, clients and the general public.

Our staff have been fully briefed and trained to our new COVID-19 Health and Safety procedures and standards. When attending an appointment, you too will be subject to certain policies and procedures that you must follow at all times. This is to protect yourself and our staff.

Please read this document carefully. This document outlines your requirements before attending your appointment, arriving for your appointment, during your appointment and after your appointment.

For details on what steps and procedures our staff have to follow, please see [www.le-masseur-personnel.com/covid-19.html](http://www.le-masseur-personnel.com/covid-19.html)

1. If you or someone in your household is experiencing or has experienced cold or flu-like symptoms or any symptoms of COVID-19 in the past 14 days or if you are asked to self-isolate in line with NHS Guidelines on COVID-19 exposure, please reschedule your appointment until at least 14 days after symptoms have stopped and/or your isolation has ended.
2. Every client will be required to complete a new health intake form in advance of their scheduled appointment and must include up-to-date contact information.

This can be completed from a smart phone or tablet device by clicking on the link provided in your booking confirmation.

If you do not have access to a smart phone or tablet device, please contact us and we can email you a form to print, complete and send back to us.

We need to receive your completed form no later than 7pm on the evening before your appointment. If we have not received your completed health intake form on time you will be refused entrance and service.

3. You will also be required to sign a document to show that you have read this document and that you understand and accept the risks associated with contracting COVID-19 by receiving a close-contact service.
4. Your contact details will be shared with NHS Track and Trace when requested. This does not affect your GDPR rights.
5. You must wear a face mask/covering for the entirety of your visit so please ensure you bring one with you. If you are not wearing a face mask or covering that covers both your nose and mouth, we will not be able to perform your treatment and will not grant you access to the building.
6. When booking your appointment, we will confirm your appointment by calling you. Once we call you to confirm your appointment, payment will need to be made in full in order to complete your booking. We are PCI compliant and this payment can be made over the phone or through a payment link which we can send to a UK mobile number to be completed securely online.
7. Appointments can only be booked at set intervals to allow extra time for the room to be cleaned, sanitised and aerated in between appointments.
8. Please only arrive for your appointment at your booked time and do not arrive early. Once you arrive, please call reception on 0118 948 1077 who will ask you some additional screening questions. We may also check your temperature on arrival using a contactless thermometer.
9. Arrivals and appointments will be staggered to avoid congestion. This means that late arrivals will not be permitted under any circumstances as this would not allow sufficient time to aerate the room in between

appointments and risks congestion in pathways to and from the treatment rooms and at reception.

10. When entering the building, you will need to sanitise your hands and keep your mask on for the entirety of your visit. Your therapist will be wearing a face shield and keep their distance. They will guide you to the treatment room and explain what you need to do to prepare for the treatment.
11. When speaking to your therapist, please keep your distance and avoid face-to-face communication if possible. Please keep verbal communication to a minimum. You should not partake in 'chit-chat' and only answer questions and provide feedback in relation to your treatment.
12. Once your therapist leaves the treatment room for you to prepare for the treatment, please follow their instructions and lay face down, with your face mask on. Where you have to temporarily remove your face mask in order to undress, please ensure you sanitise your hands again when removing and after putting your mask back on.
13. You may notice that our treatment rooms are looking a little barer than normal. This is deliberate to avoid cross-contamination and touch points.
14. Windows in the treatment room will be open to allow for ventilation during the treatment.
15. The entirety of the treatment will be performed with you laying face down to reduce the risk of face-to-face exposure. This means that your therapist will be unable to perform some techniques and movements they usually would during your treatment but they will their best.
16. Once the treatment has ended and your therapist has left the room, please re-dress but do not leave the room until your therapist has returned. Once you are ready, your therapist will re-enter and escort you from the building.
17. Do not re-book your appointment at reception, we will contact you immediately after your appointment via phone to re-book if necessary.

We thank you for your co-operation and look forward to seeing you soon.  
Le Masseur Personnel