

## COVID-19 Statement

**Clients will be required to complete and return a COVID-19 Pre-Appointment Questionnaire no more than 24 hours before each appointment confirming that they are well enough to attend.**

Explicit consent will need to be given to reflect that a client's contact details may be shared with the NHS in the interests of their own safety, that of their household and in the interests of wider public health, if I (the therapist) or someone I have come into close contact with has tested positive for COVID-19.

Face to Face therapy for Hypnotherapy or Reflexology cannot be conducted if you are classed as highly vulnerable and currently shielding.

If you are in the moderate risk group, you are consenting to face to face therapy with the knowledge that you are at increased risk of infection.

If you are using public transport to get to the clinic you are also acknowledging that you are increasing your risk of infection.

### **In the clinic:**

- Treatment bed, chairs and all touch points will be sanitised before and after each client.
- Treatment bed covers, pillowcases, blankets and towels will be changed after each client.
- The treatment bed and pillows have washable coverings and will be sanitised after each client.
- Hallway, stairs, bannisters, doors, buzzer, toilet (all touch points) will be sanitised before and after each client
- Your therapist will take your temperature on arrival.
- Please limit the personal items you bring into the room.
- If I (the therapist) develop any symptoms before holding a session, I will ask clients to reschedule for at least 2 weeks' time or in the case of Solution Focused Hypnotherapy an online/telephone session can be arranged.
- Any cancellation fees will be waived in the event a client cannot attend due to COVID-19.
- As part of this precaution if a COVID-19 test is taken and comes back positive you will be notified. If the result is negative, face to face sessions may be able to commence before the 2 weeks.

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### As a client:

- Please arrive at the time of your scheduled session, the waiting area is currently not in use.
- You should not be accompanied by anyone to the session.
- Please sanitise your hands before proceeding up the stairs and on entering the therapy room.
- Face coverings need to be used when in the treatment room, please bring your own or we can provide one at a small cost.
- We understand that some circumstances make it difficult for some people to wear face coverings. In these circumstances people may have a 'reasonable excuse' not to wear a face covering. Please inform your therapist if this is the case.
- Please bring your own water.
- If you are unable to attend face to face, online sessions will always be available for Solution Focused Hypnotherapy.

### Payment Methods:

Cash payments should be avoided, if cash is used exact money would be appreciated.

For preference contactless payment methods to be used:

- Contactless card payments available
- PayPal link on my website <https://www.willowtherapies.co.uk/paypal-payment/>
- PayPal.me/willowtherapies/amount

**Many thanks for your co-operation**