

Cotswold Mobile Massage, Client Information Pack

We are absolutely thrilled to be welcoming clients back into our care!

To help you understand changes to the way we work, we've put together this information document. Please read this information carefully and let us know if you have any questions before your treatment date.

Booking your Massage

With our new booking system in place, we ask that all appointments are now made through our website. This will automatically provide you with essential forms and checks that we now have to make for every client. This ensures we are meeting strict criteria around working in times of the Covid-19 pandemic.

Making an Account for Quicker Bookings

Once you've booked online for the first time, there'll be an option to "Create an Account" on the final confirmation message. Add your details here so that you can Login next time and autofill your information.

What if I can't Use Online Services?

If you're unable to use online services then please contact Kate on 01453 383051 and she will take your information over the phone and input it into the booking system this way.

Covid-19 Screening and Consultations

Each time you book you will need to make a Covid declaration to confirm that you have not been in contact with anyone with Covid symptoms, are free of symptoms yourself and have not recently tested positive to the virus. Using the online booking system for the first time requires you to enter all your information. But creating an account at the end of the process will save your information so that you can login and auto-fill information when you book again.

These pre-treatment measures are mandatory and ensure we comply with current guidance from our professional body, The Massage Training Institute. Each step should be quick and easy to complete but should you require any assistance please let us know. Contact Kate on info@cotswoldnmobilemassage.com 01453 383051

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What to bring

If possible, please bring:

- your own bottle of water to the session
- and a face covering. This doesn't need to be a medical mask, a cotton face covering will be adequate.

Facilities

Our home therapy room is directly accessible from outside so you do not need to enter our house unless you need to use the bathroom. The room is complete with a handwash basin so you are able to wash your hands on arrival. We politely ask that you try and refrain from using the bathroom unless absolutely necessary as it requires entering our home.

Getting here

Address: 35 Upper Church Road, Stroud, GL5 4JF

Follow Church Road back past St Matthews School until you come to a large grass roundabout. Turn left here and we are the first house on the left – you'll see my branded car on the driveway.

Parking

Please park on our drive to avoid parking on the road. There's plenty of space on our drive.

When you arrive

Please wear a face covering on arrival and walk directly down the drive towards the blue garage doors. There is a hand sanitiser dispenser at the gate, please use this, then ring the bell come straight through (you don't need to wait for me to come to the gate). I'll greet you at the door to my therapy room and will be wearing PPE when you arrive.

Shoes should be removed as you come in and left on the entrance mat. There will be hand sanitiser and hand wash facilities available in the room. I will also ask to take your temperature using a contactless thermometer and record this with your clinical notes. Clothes and other personal items can be stored in the plastic container provided which is sanitised between sessions. There is also a coat stand for outer wear and umbrellas.

QR Code

We are now required to display a QR code for the NHS Track and Trace app. We ask that for those clients with compatible phones please scan the code on entry. Thank you.

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PPE

Required for you

From the 8th of August, it became mandatory for face covering to be worn in a therapeutic setting. This means you will need to wear a face covering or mask for your arrival, whilst we talk in the treatment room and for the duration of your massage treatment.

Exemption

We fully understand why some people cannot safely wear a face covering. If you are medically exempt, please notify us in advance.

Pregnant Clients:

Our pregnancy treatments take place with the client lying in a side-lying position on the massage table. This will make it more comfortable to wear a face covering or mask as you won't be lying faced down.

Required for the therapist

We are required to wear a mask, visor and gloves for the duration of your visit. Where I'm not able to change my uniform between clients, I will wear a disposable or wipeable apron.

Are gloves noticeable? We're relieved to say that they're not noticeable! All of our feedback so far has agreed that the gloves can barely be felt and don't adversely effect the feeling of the massage.

Cleanliness and Disinfection Procedures

We want to reassure you that we are following strict hygiene and cleaning protocols that take place before and after every client, using cleaning agents effective against viruses.

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Thank you for taking the time to read this document. We'll update you with any changes as and when they happen.

If you have any questions about our new policies and procedures please don't hesitate to get in touch.

Warm wishes and I look forward to seeing you soon,

Kate Browne
Founder and Lead Practitioner
Cotswold Mobile Massage

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