

# Cotswold Mobile Massage

## Client Information Pack for Mobile Services

Please read carefully before your appointment.

We are absolutely thrilled to be offering mobile services again!

A lot has changed since we provided our last mobile visits back in March 2020 so please take a moment to familiarise yourself with details in this document. If you have any questions then please don't hesitate to get in touch.

### **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](mailto:info@cotswoldnmobilemassage.com) 01453 383051

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## **Preparing for your Therapists Arrival**

Therapists are thoroughly briefed on how to safely deliver mobile therapy during these times and must to be symptom-free and from a symptom-free household in order to work.

Please help us to work as safely as possible by following these simple steps:

- Please sanitise surfaces that your therapist is likely to contact EG. any door handles, taps, loo flush.
- If you or anyone in your household is feeling unwell, please contact us immediately to postpone your treatment. Therapists reserve the right to refuse treatment if you are exhibiting flu-like symptoms on the day of your massage.
- Wherever possible, please shower or bathe on the day of your appointment.
- Government guidance recommends having a window or door open for ventilation.
- We love meeting your pets! But we ask at the moment to please keep them out of the way so therapists can enter and exit easily and keep their equipment as clean as possible.

## **On your Therapists Arrival**

- If it's possible, keep an eye out for your therapists arrival and meet them at the front door to avoid knocking or using the door bell
- Please ensure you are wearing your face covering when you answer the door. Your therapist will also be wearing a visor and mask and will don gloves for your treatment.
- Some of our therapists carry contactless thermometers and may ask to check yours before proceeding.
- We would be grateful if you can open and close and doors for our therapists and show them to the treatment space.
- Try and maintain a 2 metre distance where possible
- Therapists will leave shoes and outer wear in the entrance hall to avoid bringing them into your living space

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## Setting up the Treatment Space

- Whilst your therapist sets up their equipment, please take this time to thoroughly wash and dry your hands
- Once the therapist has setup they will ask to wash their hands too. They will have their own wash bag including soap and disposable hand towels.

## Declaration & QR Code

- The therapist will ask you to sign a declaration confirming your health status and exposure to Covid-19 hasn't changed since completing your initial consultation.
- We are now required to carry a QR Code for the Track & Trace app. If compatible, please scan with your smart phone. NB. We are required to carry and show the QR Code but you have the choice whether or not to use it. If you aren't able or chose not to scan the QR Code you can still receive treatment.

## During your Treatment

Unless the mask is causing you discomfort, distress or difficulty to breathe we must ask that you maintain wearing your face covering for the duration of your treatment. We understand this is difficult in some circumstances in which case you can agree a solution with your therapist.

## After your Treatment

- Once your massage is over, the therapist will leave you for a few minutes to relax before you get up and dressed. In this time they will ask to use your hand wash facilities
- Your therapist will clean and pack away any equipment taking with them any rubbish.
- To book your next appointment, please go online and use our online booking system via our website
- We advise sanitising any surfaces – door handles, taps etc. that your therapist has come into contact with during their visit
- We also advise airing the area afterwards by opening doors and windows

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## **Required for you**

From the 8<sup>th</sup> of August, it became mandatory for face covering to be worn in a therapeutic setting. This means we must ask you to wear a face covering for the duration of your visit.

## **Exemption**

We fully understand why some people cannot safely wear a face covering. If you are medically exempt, please notify us in advance so that the therapist can make a decision about whether or not they're able to treat you, as this decision has the potential to put our therapists health at risk as well and their families.

## **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. If you have any pregnancy pillows or bolsters to support your hips during the treatment please let us know as it will require bringing less equipment into your home.

## **Required for the therapist**

Therapists are required to wear a mask, visor and gloves for the duration of your treatment. Gloves will be donned once ready to put up equipment. Where it's not possible to change uniform between clients a disposable apron will be worn.

## **Are gloves noticeable?**

We're relieved to say that they *are 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 inline with government advice and advice from our professional associations.

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Thank you for taking the time to read this document – we understand it's a lot to take in so we aim to make this process as seamless as possible for you.

Guidelines are constantly evolving so we'll update you as and when they happen. If you have any questions about our new policies and procedures please don't hesitate to get in touch.

Wishing you a wonderful massage,

Kate Browne  
Founder and Lead Practitioner  
Cotswold Mobile Massage

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