

# Cotswold Mobile Massage, Client Information Pack

Please read carefully before attending your appointment.

We are absolutely thrilled to be welcoming clients back into our care. Whilst we are keen to return to work, we must do so with caution and in a manner that is a safe and responsible.

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

## **How Our Therapy is Delivered**

As you know, we usually bring our therapy to you at home. However, in the initial stages of our return to work, we will only be offering therapy from our new treatment room based out of our home in Ebley, Stroud. Appointments will only be available with Kate during this time. We are sorry if that means you are unable to receive treatment with us for now but we are hopeful that we can resume mobile services soon with the rest of our team.

## **Consultations and Treatment Reviews**

**New Clients** - If you are a first-time client, your Covid-19 Screening and Consultation will take place over the phone rather than face to face. Once completed, you will be sent both documents plus our Terms and Conditions via email to be signed digitally using Docusign. This is really quick and easy and we ask this is done at your earliest convenience prior to your appointment date. We cannot proceed with treatment until receiving signed documentation. The phone call should take between 15 – 20 minutes and is being provided free of charge and in addition to your treatment time IE. This time will not be deducted from your treatment as it would in practice.

**Returning Clients** - Returning clients will also need to complete a Covid-19 Screening and Review which will take place over the phone. The documents will then be sent to you via email to be signed digitally using Docusign. This is really quick and easy and we ask this is done at your earliest convenience prior to your appointment date. The phone call should take between 10 – 15 minutes and is being provided free of charge and in addition to your treatment time IE. This time will not be deducted from your treatment as it would in practice.

These measures are mandatory and ensure we comply with current guidance from our professional body, The Massage Training Institute.

Please continue to page 2

# Cotswold Mobile Massage, Client Information Pack

Page 2

## 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. You only need wear this when we are talking before and after the treatment and if you receive any massage lying on your back or side. You *do not* need to wear it when you are lying face down *unless you want to*.

## 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. You can park on the drive or on the road. If parking on the road, please be mindful not to block the pavement or a neighbours driveway.

## When you arrive

Please wear a face covering on arrival. There's no need to ring the front door bell, please walk directly down the drive towards the blue garage doors and enter right through the side gate. I will be looking out for you and should greet you at the back door that leads into the therapy room. I'll also be wearing a mask or visor when you arrive. Once you're on the table you can remove your mask so long as you're faced down.

Shoes should be removed as you come in and left on the entrance mat. You'll also be asked to wash your hands on arrival – hot water, soap and paper towels will be provided. I will also take and record 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 disinfected between sessions. There is also a coat stand for outer wear and umbrellas.

Please continue to page 3

# Cotswold Mobile Massage, Client Information Pack

Page 3

## **PPE**

PPE requirements are constantly changing. At the moment, we are required to wear a mask *or* visor for the duration of your visit. We will also wear nitrile gloves for your treatment. Please rest assured, this does not effect the feeling of your massage. For more vulnerable clients such as pregnant women or over 70s, we will wear a mask *and* visor, gloves and apron.

## **Cleanliness and Disinfection Procedures**

We want to reassure you that we are following strict hygiene and cleaning protocols that will take place before and after every client. This will be recorded in a cleaning log.

## **Temporary Pricing Explained**

1. Our usual pricing is inclusive of a small allowance for travel, so this has been deducted whilst we offer treatments from our home therapy room.
2. We usually offer a number of discounts for our clients but unfortunately we won't be able to offer these at this time – this includes discounts for courses of treatment.
3. We've also had to carefully consider new costs and time allowances essential for us to reopen and operate safely. These include:
  - PPE – visors, masks, gloves, aprons
  - Cleaning products – wipes, spray, laundry detergent, hand sanitiser, hand soap
  - Additional sets of linens, towels and protective coverings
  - One full load of laundry per client (washed & tumble dried)
  - Heating costs - reheating the room after ventilation from the previous client
  - Disposable couch roll and paper hand towels
4. In addition to financial expenses we've also had to consider extra time allowances for preparing, re-setting and cleaning the treatment space - approximately an additional 30 minutes per client or more for clients considered more vulnerable.

It's critical for us to take these measures so that we are compliant with our professional body and can continue to bring you our services. Therefore, we've added a nominal contribution fee towards running costs of £3 per session. We hope that this is fair and manageable for most clients. If you are unable to pay the contribution, please let us know:

*45 minutes - £45    60 minutes - £50    90 minutes – n/a  
+ a £3.00 contribution for essential measures as detailed above*

# Cotswold Mobile Massage, Client Information Pack

Page 4

I want to thank you for taking the time to read this document and returning to us after this strange and turbulent time. I thank you in advance for your cooperation in adapting to our “new normal”.

Our information document is likely to evolve as we receive regular updates and changes about what we are required to do. So we'll update this document as changes are announced and implemented.

We understand this is a lot of information to take in so please don't hesitate to ask any questions about our new procedures.

Warm wishes and I look forward to seeing you again soon,

Kate Browne  
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