



## IMPORTANT INFORMATION FOR CLIENTS

In line with current Government guidelines there are a number of changes to the SLW Sports Massage booking process, both before and during your appointment to help ensure both yours and my safety.

A COVID declaration form will be sent to you before your appointment which includes whether you have any COVID issues. If you are considered a high-risk client, it may not be possible to massage you at this time or you may wish to seek advice from your GP.

The declaration form must be completed and returned within 24 hours of you arriving for your sports massage appointment. If it is not possible to complete electronically please let me know prior to your appointment.

Please arrive for your appointment on time, as best you can. You are requested to wear a face mask and will be asked to make use of the hand sanitizer provided when you arrive. Upon arrival, please remove your shoes and make your way to the practice room.

Please avoid bringing unnecessary items and where possible limit the amount of jewellery that would need to be removed. You may wish to bring a bottle of water.

The massage couch and room will have been thoroughly disinfected prior to your appointment. During this time, only couch roll will be used (no couch protector) however towels will still be provided.

When your massage is over, please leave all towels/couch roll on the massage couch and make your way to the front door where you will be able to re-sanitize your hands.

Payment can be made either online, cash or via card machine which will be available in the practice room. Therefore, you will be asked how you wish to pay before we start your treatment.

There will be a suitable gap between clients to enable cleaning and ventilation of the practice space.

In line with Government guidance SLW Sports Massage fully co-operates with the Track & Trace system and a check in QR code will be available to scan at your appointment.

Please get in touch should you have any concerns or questions.