



Covid-19 Policy Advice for Clients and Visitors

We are open and dedicated to keeping you safe!

We are pleased to confirm that our clinics are open and offering a range of facial treatments.

The safety of our clients and clinic teams is our number one priority. As such we have taken measures in accordance with the government advice.

Guidance for Clients and Visitors

- We ask that you complete a digital form containing a medical questionnaire and COVID-19 risk assessment prior to attending your appointment. This will be available to you following your booking confirmation and sent via email. You can also access this in your online profile.
- We encourage you not to attend your appointment too early and to bring minimal possessions.
- We ask that you do not bring anyone with them to your appointment – this includes partners and children.
- You will be required to use our antimicrobial hand gel on arrival to the building. Handwashing facilities are also available in addition to this.

Thank you for adhering to these measures.

In Clinic measures for your safety

- We have devised a 'one-way' system for entry and exit of the clinic. Our clinic layout allows us for the 1m social distancing rule with a spacious waiting area.
- Transactions can be performed in the clinic room for privacy. You will not be required to return to the reception desk upon completing your appointment unless you wish to do so. Payment is required by card and can be made via our online voluntary secure payment system where your card details are saved and charged following treatment – this removes the need to use chip and pin machines.
- All clinic visitors and staff will be risk assessed prior to attending the clinic; those that have any viral symptoms (fever or continuous cough), that have been in contact with anyone with these symptoms within 14 days of their appointment will not be able to attend STORY clinics
- We have reduced the number of clinic appointments that will run per day and have reduced the number of staff in the building at any one time.
- We have a window screen applied to the reception desk area so that you can interact with our staff safely within a 1m distance when necessary.
 - All practitioners will have the required personal protective equipment (PPE) for all appointments and treatments.
 - A handwashing policy is in place so that all clinical staff will wash their hands before and after every treatment.



- All clinical surfaces will be cleaned multiple times daily.
- All non-essential items that cannot be adequately cleaned have been removed from the clinic.
- Where possible paper forms and pens have been removed and replaced with digital ipad forms which are cleaned between individual use.

We would like to thank you in advance for your vital cooperation.

We continue to review and amend these measures as the situation changes. Please return to this page or check our social media updates for further information.

Please note; under current regulations we are not able to offer our 'Eyelid Tightening' treatment. For further updates on when this will be available please sign up to our newsletter here or email our team at info@storyclinics.com.