

# Cotswold Mobile Massage

## Client Information Pack for Mobile Services

Please read carefully before your appointment.

### **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.
- Government guidance recommends having a well ventilated space.

### **On your Therapists Arrival**

- We would be grateful if you can open and close and doors for our therapists and show them to the treatment space.

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## **Setting up the Treatment Space**

- Whilst the therapist sets up their table we ask that you take a moment to wash your hands.
- Once the therapist has finished setting up, they will ask to wash their hands too. They will have their own wash bag including soap and disposable hand towels.

## **QR Code**

- You will have the opportunity to scan our QR code for the NHS track and trace app, if you would like to do so.

## **During your Treatment**

- Masks are no longer a requirement although you may continue to wear one if you feel more comfortable.

## **After your Treatment**

- We strongly advise sanitising any surfaces after your therapist has left – door handles, taps etc. that your therapist has come into contact with during their visit
- It's also advised by our professional association to ventilate the space afterwards.

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PPE requirements change regularly so we will update you should this change before your booking.

## **Required for you**

Masks are no longer a requirement although you may continue to wear one if you feel more comfortable.

## **Pregnant Clients:**

Our pregnancy treatments take place with the client lying in a side-lying position on the massage table. It is recommended that pregnant clients continue to wear face coverings for their own protection. 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**

We are no longer required to wear a mask, but if you would prefer your therapist to wear a mask/visor then this can be accommodated upon your request.

## **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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