

# Safety Overview for TruthPie Clients during COVID-19 Pandemic

- All practitioners have completed a Covid-19 awareness course before working at TruthPie venues or obtaining TruthPie bookings.
- The continued use of face masks is now optional but is highly recommended by TruthPie for both practitioners and clients. Face masks must be removed for identification purposes at the request of a Police Official.
- Practitioners and clients must sanitise hands upon entrance to and after using shared areas of the building and Practitioners will be keeping good hygiene practises throughout appointments.
- Treatments are kept to an appropriate length and will be no longer than 90 minutes. Some practitioners may continue to offer a 60min maximum length appointment.
- Most practitioners and TruthPie will still provide an online consultation form to limit close contact conversation time. Please complete these ahead of your appointment.
- No Cash payments at this time.
- TruthPie only offer prebooked appointments and have spaced our appointments for appropriate cleaning. Please DO NOT enter the building without a practitioner. Practitioners will meet you on the ground floor of the building at your appointment time.
- Practitioners or clients who are visually impaired, who are pregnant or who have disabilities which may make using the stairs or moving around our venue difficult, should contact us in advance of bookings so that TruthPie can best prepare to assist in safe accessibility of our venue wherever possible.
- TruthPie's usual eco-sourced cleaning products cannot currently be used. Our paper towels are made of bamboo and cleaning cloths are bio-degradable in normal landfill conditions, as we are keen to uphold as many of our ethical standards as possible. We apologise that at this time, we may be using some disposable items (e.g. masks and gloves) We have considered ways to avoid disposable items wherever possible and even have some custom reusable items to lower our environmental impact.
- Practitioners and clients may check in using the NHS Track and Trace app. TruthPie will be keeping client contact details from bookings for 21days following a visit to the centre and will pass information to Track and Trace if requested to do so.
- Treatment rooms are cleaned between each client and all linens are changed.
- Clients who have had or been in contact with someone who has had symptoms of COVID-19 in the last 14 days must not visit the venue. (Including a new, continuous cough, high temperature of 37.8°C or above or a loss or change in sense of taste or smell). Please contact TruthPie who will be happy to reschedule your appointment.

- If you are considered to be in one of the 'clinically extremely vulnerable' categories for COVID-19 infection, please seek the advice of your medical team before booking an appointment.