

We hope this letter finds you well. We're so excited that we can now open our doors again. We must adhere to very strict rules as follows,

The Bay Clinic policy and government guidelines. The following may change, however this is the current situation. We apologise that this information may sound slightly daunting but we want to assure you that we are doing everything we can to protect you and our therapists :

We would like to reassure you that we have taken all the relevant precautionary steps possible to ensure you are safe throughout your treatment. All areas of each treatment room will be thoroughly sanitised and ventilated for at least 15 minutes between each patient.

Your therapist will be wearing relevant PPE equipment so please excuse the way we look!

Please do not attend your appointment if you or anyone in your home has any of the following Covid-19 symptoms : High temperature/fever, cough, loss of taste/smell, feeling generally unwell.

We ask that you provide and wherever possible, wear a face mask. We realise that this is not possible for some of the treatments we offer, such as facials.

When you arrive at the clinic for your appointment, please wait in your vehicle or outside until your therapist invites you in. As we are leaving longer spaces between patients, you should not be kept waiting.

Please sanitise your hands with the sanitiser provided outside the front door before entering.

Please do not bring family members or friends to your appointment as we are only permitted to have one person per appointment in the clinic due to the social distancing rules.

As far as possible, please leave any bags and belongings in your car.

Cancellations : Due to a very high demand for treatments, we require 24 hours notice for any cancellations please, unless due to illness. If you fail to give 24 hours notice we will unfortunately have to charge the treatment price.

We are so excited to be welcoming you back to the clinic after such a long time. Thank you so much for your support and understanding throughout these unprecedented times.

Take care

Very best wishes

Helen, Anna, Mary & Emma