Jenna Dale Makeup Artist Ltd
Coronavirus Policy and Procedures

We hope that this policy reassures our clients that we are taking every precaution to protect them, protect ourselves and protect our future clients from Coronavirus.

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Review Date: 23rd July 2021
Last Review Date: 23rd July 2021
Next Planned Review: Review in 12 months or sooner if required

Definitions

Artist: Jenna Dale of Jenna Dale MUA Ltd phone number 07976375517
Assistants: Professional Hair and/or Makeup Artists who have been booked by the Artist to assist them at the Booking.
Booking: The date, venue and occasion for which the Party are to receive Services.
Bride: The Client who has booked the Services on behalf of the Party.
Client: The members of the party who will be receiving the Services of the artist
Contact: Contact with a person includes any of the following
- Living in the same household regardless of whether you are social distancing or not.
- Face to face contact for any length of time regardless of whether PPE was worn or not.
- Being within 2m of another person outside your household for any length of time regardless of whether PPE was worn or not.
- Providing Services to that person regardless of whether PPE was worn or not.
Coronavirus: The 2020 pandemic of the virus (SARS coronavirus-2 (SARS-CoV-2)) which results in the disease COVID-19.
Guests: Members of the Bride's group who are not members of the Party.
Me/Our: The Artist
Party: The Clients who are to receive Services.
Services: Hair and/or makeup services as agreed with The Artist.
Studio: The Artist's studio at Unit 4 The Barracks Workshops, Barracks Road, Newcastle, Staffordshire, ST5 1LG
Symptoms: Symptoms of Coronavirus including but not limited to the following;
- a temperature
- a new or persistent or dry cough
- shortness of breath
- extreme exhaustion
- diarrhoea and vomiting

- muscle pain
- loss of sense of smell and/or taste
- remembering that sometimes there are no symptoms present in an infected person.
Venue: The place at which the Services are to take place.
You/Your: The Client

1. Purpose
1.1 To ensure that Jenna Dale MUA Ltd remains up to date with protocols for reducing the risk of transmitting Coronavirus and is able to respond in the event of the Artist, Assistant, The Client, The Bride, Members of the Party and Guests.
1.2 To meet the legal requirements of
1.2.1 The Health Protection (Coronavirus) Regulations 2020 insofar as they apply
1.2.2 The Guidance issued by HM Government from time to time relating to the Services carried out by The Artist.

2. Scope
2.1 The Policy is to be followed by
- The Artist
- Assistants
- The Bride
- The Client
- Members of the Party
- The Guests

3. Objectives
3.1 To ensure that safe, effective procedures are in place for the Artist, the Assistant, Clients, Members of the Party and Guests in order to limit the spread of Coronavirus.

4. Policy
4.1 The Artist recognises that the Coronavirus pandemic is a fast-moving situation. As professional Hair and/or Makeup Artists, ensuring robust infection control practices and business continuity plans form part of the appropriate management and running of Jenna Dale Makeup Artist Ltd. The Artist will follow this policy and requires the Clients and Guests to do so too. In the event that Clients and Guests refuse to follow this policy, the Artist may refuse to carry out the Service.

5. Artist Responsibilities to reduce the Risk of Contracting or Spreading Coronavirus through the Services.
5.1 It is not possible to provide hair and/or makeup services whilst maintaining a 2m distance between the Artist and the Client. The 2m distancing is designed to prevent transmission of Coronavirus through breathing in droplets containing the virus which are emitted through coughs/sneezes/breathing.

5.2 Direct Contact
In order that the Artist can minimise the risk of contracting or spreading Coronavirus through direct contact and in order to protect the Client, the Artist shall

5.2.1 Wear the following personal protective equipment, which shall be removed and safely discarded in a tied rubbish bag between each client;
- mask

- clear visor
- apron

5.2.2 Avoid touching their nose, mouth, eyes and face.

5.2.3 Avoid use of their mobile phone and other personal items.

5.2.4 Spend only the time which is necessary complete the Services within two metres of the client and avoid touching the client save to do their hair and makeup.

5.2.5 Practice respiratory hygiene, including but not limited to;
- using a tissue when coughing or sneezing, and immediately disposing of the same.
- coughing or sneezing into their bent elbow

5.2.6 Practice hand hygiene, including but not limited to washing their hands;
- before leaving home
- on arrival at the venue for the booking
- before and after using the toilet
- before commencing the services for a client
- before wearing gloves
- after inadvertently touching her nose, mouth, eyes or face
- after removing PPE

5.2.7 Where it is not practicable or possible to wash their hands, the Artist shall instead use high alcohol hand sanitiser and fastidiously apply it to all areas of their hands.

5.2.8 Remain vigilant for Symptoms.

5.2.9 In the event that the Artist believes they may have Coronavirus, or is informed that someone with whom they have been in contact in the past fourteen days has or may have Coronavirus, they shall
1. follow NHS and government advice, namely;
- stay at home for seven days from the first date of symptoms
- stay at home for fourteen days from the first date of symptoms of someone with whom the Artist lives.
2. Make contact with everyone with whom she has been in Contact in the past 14 days via phone/text message/email

5.3 Indirect Contact
In order that the Artist can minimise the risk of contracting or spreading Coronavirus through indirect contact and in order to protect the Client, the Artist shall;

5.3.1 Ensure that all surfaces and touch points in the Artist’s studio, workstation at the venue and hair and/or makeup kit, including but not limited to door handles, chairs, mirrors are cleaning with appropriate antibacterial cleaners prior to, between and after each client.

5.3.2 Ensure that their makeup kit is kept fastidiously clean as follows

- using a set of makeup brushes on one client only, then placing them into a sealed ziplock bag until they can be cleaned as per the Barbicide protocols

- using disposable brushes where possible
- scraping product onto a palette or using a fresh brush for each application in order to reduce the risk of cross contamination through ‘double dipping’.
- using disposable wipes and towels instead of reusable ones.
- minimising the use of products which have to be applied directly to the skin from the tube/tub/bullet/pencil so as to avoid wasting the same. In the event that it is unavoidable for the chosen looks, the client shall be given the option to purchase the item (by immediate bank transfer or later invoice where it is not possible to arrange beforehand) before the artist disposes of the same.

5.3.3 Ensure that their hair kit is kept fastidiously clean as follows
- using a set of hair brushes on one client only, then placing them into a sealed ziplock bag until they can be cleaned as per the Barbicide protocols, or cleaning them immediately after use per the Barbicide protocols before the next client.
- using spray or pump products where possible to reduce the chance of the product becoming compromised through ‘double dipping’.
- using disposable towels instead of reusable ones.
- minimising the use of hairdryers wherever possible.
- cleaning heated styling tools between each client per the Barbicide protocols.

5.3.4 The Artist shall endeavour to create a safe working space for the Artist and the Client by opening as many doors and windows as possible to increase ventilation. If possible, the Artist shall invite the client to have their hair and/or makeup done outside.

5.3.4 The Artist shall give the Client clear instructions as to where to stand, sit, and walk in order to maintain 2 metres distancing where possible. The Artist requires that no one from the Party or other Guests come within 2 metres of the Artist at any stage, unless it is so that the Artist can perform the Services.

5.3.5 The Artist shall not eat or drink during the provision of the Services as this would necessitate them removing their mask.

6. Client Responsibilities to reduce the Risk of Contracting or Spreading Coronavirus through Services.
6.1 The client acknowledges that it is not possible to receive the Services without the Artist being within 2 metres of them.

6.2 Direct Contact
In order that the Client can minimise the risk of contracting or spreading Coronavirus through direct contact and in order to protect the Artist, the Client shall

6.2.1 Allow the Artist to take their temperature to confirm the absence of fever before commencing work on their hair and makeup.

6.2.2 Wear a mask whilst receiving the Services. The mask should only be removed

on the instruction of the Artist for them to complete the makeup on the lower part of the Client's face. Clients must arrive at the appointment wearing their own mask.

6.2.3 Avoid touching their nose, mouth, eyes and face.

6.2.4 Avoid use of their mobile phone and other personal items whilst receiving the Services.

6.2.5 Spend only the time which is necessary for the Services within two metres of the Artist and avoid touching the Artist where possible.

6.2.6 Practice respiratory hygiene, including but not limited to;
- using a tissue when coughing or sneezing, and immediately disposing of the same.
- coughing or sneezing into their bent elbow

6.2.7 Practice hand hygiene, including but not limited to washing their hands;
- before leaving home
- on arrival at the venue
- before and after using the toilet
- before receiving the Services
- after inadvertently touching her nose, mouth, eyes or face
- after removing PPE
- after receiving the Services

6.2.8 Where it is not practicable or possible to wash their hands, the Client shall instead use high alcohol hand sanitiser and fastidiously apply it to all areas of their hands.

6.2.9 Remain vigilant for Symptoms.

6.2.10 In the event that the Client believes they may have Coronavirus, or is informed that someone with whom they have been in Contact in the past fourteen days has or may have Coronavirus, they shall inform the Artist immediately so that the Artist may notify anyone with whom she has been in contact.

6.3 Indirect Contact
In order that the Client can minimise the risk of contracting or spreading Coronavirus through indirect contact and in order to protect the Artist, the Client shall;
6.3.1 Comply with all instructions given to them by the Artist in relation to where to walk, stand and sit in order to receive the Services.

6.3.2 Agreeing to the doors and windows remaining open for ventilation and for the Services to take place outside where possible.

6.3.3 The Client should not eat or drink during the provision of the Services as this would necessitate them removing their mask.

7. Administrative Procedures to reduce the Risk of Contracting or Spreading Coronavirus between the Artist and Client - Trials

In order to reduce the time spent together by the Artist and the Bride/Client at the trial the following administrative procedures shall be followed;

7.1 A Coronavirus questionnaire shall be sent to the Bride and any other Clients who are having trials in advance of their trial. It is required that this be completed and returned to the Artist 12-24 hours before the trial in order for the Artist to confirm that she is happy for the trial to take place. The Client is obligated to advise the Artist immediately if any of their responses change once the Coronavirus Questionnaire is completed and returned. In the event that it is not returned then the trial cannot take place.

7.2 The Artist shall confirm to the Bride and any other clients who are having trials that she and her household is fit and well and has not had Contact with anyone who has or may have Coronavirus in the past 14 days on receipt of the Client's Coronavirus Questionnaire.

7.3 The Artist regrets that it is not possible for the Bride to invite any guests to her trial, regardless of whether they are also having a trial. All trials must take place on separate days, save where the Clients live in the same household. In those circumstances, the trials may take place consecutively on the same day, but only one client can be in the Artist's studio at any time. This is so that the Artist can maintain 2 metres distancing where possible.

7.4 The Client's pre-trial consultation to discuss possible styles with the Artist shall take place over video call in the week prior to the trial. This is to reduce the time that the Artist and the Client spend together to minimise the risk of infection.

7.5 On arrival at the Artist's studio, the Client shall put on their mask and then ring the bell at the door wait for the Artist to come and collect them.

7.6 The Artist shall advise the Client where to walk, stand and sit in the Studio, either verbally or through the use of floor markings.

7.7 The Artist shall make hand sanitiser available for the Client during the trial.

7.8 Toilet facilities are available for the client to use. The facilities will be cleaned and sanitised at regular intervals. If you use the toilet facilities, please ensure you wash your hands effectively.

7.9 The Artist regrets that it is not possible to provide the Client with refreshments and asks that the Client does not bring any as this would necessitate the client removing their mask.

8. Administrative Procedures to reduce the Risk of Contracting or Spreading Coronavirus between the Artist and Client - Wedding Day Booking

8.1 The Bride shall provide the Artist with the following information for each Client so that the Artist can contact them to send the Coronavirus Questionnaire in advance of the Booking, and contact them individually in the event that the Artist becomes aware that they have been exposed to Coronavirus;
- Full name
- Role
- Email address
- Mobile phone number

8.2 A Coronavirus questionnaire shall be sent to all Clients in advance of the Booking. It is required that this is completed and returned to the Artist 12-24 hours before the trial in order for the Artist to confirm that she is happy for the booking to take place. The Client is obligated to advise the Artist immediately if any of their responses change once the Coronavirus Questionnaire is completed and returned. In the event that it is not returned then the Artist may decline to provide the Service to that Client or the whole Party.

8.3 The Artist shall confirm to the Bride and any other clients who are having Services that they and their household is fit and well and have not had Contact with anyone who has or may have Coronavirus in the past 14 days on receipt of the Client's Coronavirus Questionnaire.

8.4 The Artist requires the following in order to maintain a safe working space for themselves and the Clients;

8.4.1 A separate room with good ventilation to work in that remains free from all other clients and guests, save the Client on whom the Artist is working.

8.4.2 In the event that this is absolutely not possible, then this should be discussed with the Artist who will strictly enforce the 2 metre distancing rules with Clients on whom she is not working. In these circumstances, no guests will be allowed into the room in which the Artist is working.

9. Circumstances in which services cannot be provided

9.1 The Artist regrets that it may not be possible to provide services to the Party where;
- a member of the Party has had Contact with someone who has or may have Coronavirus in the 14 days before the service is due to take place. Contact is defined on page 1.
- a member of the Party has had Contact with someone who has had Contact with a person who has or may have Coronavirus.
- a Client is or has been advised to be shielding.
- a Client has been untruthful on or not returned their Coronavirus Questionnaire.
- a Client has Coronavirus symptoms on the day of the Booking.

9.2 Where the circumstances in paragraph 8.1 come to the attention of the Artist in advance of the day of the booking, the Artist will contact the Bride in order to discuss the matter and try to find a workable solution to keep everyone safe. If one cannot be found the Artist may not be able to continue with all the Services for the Booking and may not be able to issue a refund for the same.

9.3 Where the circumstances in paragraph 8.1 come to the attention of the Artist on the day of the booking, the Artist shall not be able to continue with the booking and no refund shall be made. The Artist will not attend or shall immediately leave the Venue where to do otherwise would place them at continued risk. The Artist trusts that Clients understand the need for honesty in these circumstances and that the Artist must prioritise her health and the need to protect other Clients as well.

10. Coronavirus Infections or Exposure

10.1 There is a continuing duty of care placed on the Artist and the Client to immediately notify each other if they believe that they may have or have been in Contact with some who has Coronavirus.

10.2 In the event that the Client becomes aware that they were exposed to Coronavirus before the Trial or the Booking took place (through any form of Contact or otherwise) they must inform the Artist immediately, regardless of whether they have later developed symptoms.

10.3 Where a notification in Clause 10.2 has been received, or the Artist otherwise has reason to believe that she or a previous Client has or may have Coronavirus, or that she or a previous Client may have been exposed to Coronavirus through any form of Contact or otherwise, the following shall apply;

10.3.1 The Artist shall immediately notify all Clients with whom she has had contact in the past 14 days.

10.3.2 Confidentiality as per GDPR shall remain in place to ensure that the details of anyone with suspected Coronavirus remains confidential.