



## Covid-19 Appointment Procedure

Our primary concern is the health and safety of our clients and visitors, and this document outlines the procedures we are asking anyone visiting the studio to observe. Thank you for taking the time to read this and for protecting the health and wellbeing of our community, both near and far.

These procedures have been drawn up in line with HM Government guidance booklet 'Working safely during COVID-19 in shops and branches' (24<sup>th</sup> September 2020 update).

Last updated: 24<sup>th</sup> September 2020

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### Appointments

Visiting the studio will be by appointment only. A member of staff will be on hand to greet you and bring you into the studio. Please do not enter until directed to – thank you!

### Clients, staff or visitors showing symptoms of Covid-19

All clients, staff and visitors are asked to be aware of the main symptoms of Covid-19 as outlined by the NHS:

- **High temperature** – if you feel hot to the touch on your chest or back. You do not need to measure your temperature.
- **A new, continuous cough** – coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours. If you usually have a cough, it may be worse than usual.
- **A loss of or change to your sense of smell or taste** – if you have noticed that you cannot smell or taste anything, or things smell or taste different to normal.

Most people with Covid-19 will have at least one of these symptoms.

If you are exhibiting any of these symptoms, please self-isolate in line with current guidelines and get a test for coronavirus as soon as possible.



Please do not attend the appointment. Just let us know that you will not be able to attend, and we will happily rebook you for another time – health and wellbeing come first!

### **Time between appointments**

We will observe a minimum of 30 minutes between appointments to ensure that proper cleaning of surfaces can take place.

### **Arrival time**

While we are observing a minimum of 30 minutes between appointments, we understand that visitors may arrive early. To avoid crossover with people not in your household/support bubbles, we ask that you remain in your vehicle until your appointment time if arriving by car. If arriving by foot or bicycle, please stay in the car park area, which will allow for maximum social distancing space.

If the weather is horrible and we need to get you inside quickly, a 'minimum risk waiting area' will be used. This will take into account the one-way system operating in the studio.

If arriving late, please call and let us know. If we are able to continue with your shoot (e.g. we do not have a booking following yours), we will do so, but will otherwise rebook your shoot if we cannot observe 30 minutes between appointments.

### **Temperature Check**

We will conduct a temperature check using a contactless, infrared thermometer upon arrival. If any member of your group has a temperature over 38.5C, we reserve the right to cancel the appointment and rebook to an alternative date.

### **One-way System (Bad Weather)**

The studio will operate a one-way system to minimise the chance of contact with/distribution of aerosolised particles and crossover with any other clients/visitors (in the event that arrival times have somehow become jumbled). Please follow the arrows/directions from staff.



## **Hand sanitiser**

A 70% alcohol hand sanitiser will be available to all visitors upon entering the studio, and we ask that you use this before your shoot/visit.

## **Social Distancing**

All visitors are requested to maintain a distance of at least 1m from anyone not in their household/support bubbles (while wearing a face covering), in line with current guidance.

## **Personal Protective Equipment (PPE)**

Members of staff at Limegreendreams Ltd will use PPE (visor and face mask).

Visitors are asked to wear a face covering/mask, which can be removed before photos are taken, and replaced after your photo has been taken.

Visitors with medical exemptions and children under the age of 11 do not need to wear a face covering, though you may choose to do so if you wish.

## **Contact Tracing**

A QR code for the NHS Covid-19 Tracing app is available for visitors to scan. If you do not have a compatible smartphone or would prefer not to use the app, you will be asked to provide a telephone number and email address where you/members of your household may be contacted by NHS Test and Trace, should the need arise.

Your information will be stored for 21 days in line with government guidance and in accordance with GDPR laws. It will not be used for marketing purposes or shared with/sold to third parties, except in the case of NHS Test and Trace as outlined above.

## **Refreshments**

Regretfully, we will not be able to provide refreshments at this time, in accordance with current guidelines.