

NW Make-up Covid-19 Procedure

What to expect from the NW Make-up Team

To ensure the health and safety of our clients and our NW Makeup Team, we have put together some new protocols which we as a team will adhere to going forward, and also some procedures we ask you as a client to follow to ensure the safety and wellbeing for everyone.

Before your appointment:

- If your designated artist feels unwell, due to Covid-19 symptoms, we will immediately replace them with another artist for you
- Get in touch with our customer service team if you are unwell or experiencing any flu-like symptoms to rearrange your upcoming booking - no matter how last minute!
- We are sorry we cannot serve you at the moment if you, or anyone in your household, is considered to be a vulnerable person at this time
- It is imperative you complete the COVID-19 screening questionnaire which is emailed to you **no more than 24 hours before your appointment**. We also ask you to take your temperature 24 hours before your appointment, and on the morning of your appointment. If there is any increase in temperature above 37.2 Celsius you must notify us immediately for the safety of our team
- Please note we can only have two clients in the room at any one time with the artist from NW Make-up, this applies to trials and wedding days
- If your trial is for the Bride only, we are asking that you attend your trial on your own please
- If you have children present for your trial, please ensure social distancing guidelines are adhered to, and we politely remind you that supervision of your children is always your responsibility
- We will require a well-ventilated area in which to work, where possible doors and windows will need to be opened to provide a fresh air supply please
- Ensure your artist has easy access to hand-washing facilities
- We also ask you to disinfect the area where the artist will be working please

On arrival:

- We ask you and your artist to wash your hands (or use hand sanitiser) after the artist has arrived to start getting you ready, this will be for your trial and also on your wedding day please
- Our team will be required to wear face visors during your appointment. All shoes and extra bags will not be carried into your house

During your appointment:

- Please make sure there are no more than 3 people in the room at any one time. This includes the artist
- On your wedding day, if you are having two artists from NW Make-up, then the assistant will need to be in a separate room unless you can ensure there is a minimum of 4 metres distance between them
- On your wedding day, the NW Make-up team will ensure minimal contact is made between themselves and other suppliers such as photographers, hotel staff, florists etc
- The NW Make-up team will ensure social distancing guidelines are adhered to by themselves during your appointment, either at your trial or on your wedding day whilst the bridal party are getting ready for your wedding
- You will need to wear a mask while a member of our team is styling your hair.
- When applying your makeup our team members will wear a mask and gloves.

After your appointment:

- Any equipment used during your appointment will be sanitised
- Your artist will take any rubbish with them and dispose of this appropriately
- As an added precaution we ask you to please sanitise any surface areas, handles etc they came into contact with during your appointment
- Get in touch with our team if you are unwell or experience any flu-like symptoms after your appointment