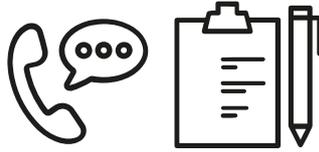


# YOUR NEW CLIENT JOURNEY

1

## BEFORE YOUR APPOINTMENT



24 hours before your appointment, you will be sent a health questionnaire to ensure you're not displaying symptoms of COVID-19 or at high risk of the infection.

2

## PAYMENT INFORMATION

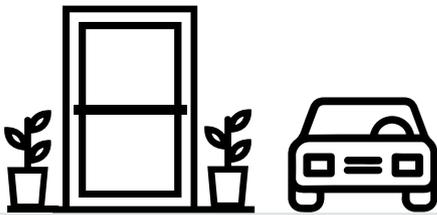


We kindly request payment should be made using card payment or apple pay after your treatment.

3

## AT THE CLINIC

In order to maintain social distancing please wait in the car park, at least 2 meters away from the clinic door, until 5 mins before your treatment time.



4

## CHECKS

Please come alone unless you need a chaperone

Your temperature may be checked using a no-touch thermometer and we will also ask you a few questions regarding your health.



5

## WELCOME

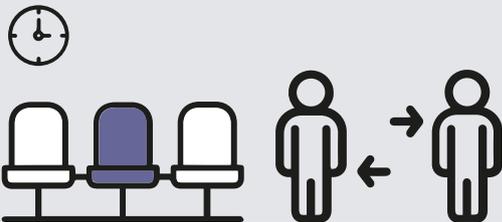


Once you have been screened, we will ask you to sanitise your hands again and direct you to the treatment room.

6

## WAITING ROOM

If you have been asked to wait in the waiting room, please follow social distancing directions at all times.



7

## PPE

Once you're in the surgery, the clinician may be wearing additional Personal Protective Equipment (PPE) for your protection and theirs.

But under the mask we area still the same friendly faces!



8

## RECEPTION

After your treatment, if necessary, you will be directed to the reception area, if you are not directed there, please leave the clinic as soon as possible.



9

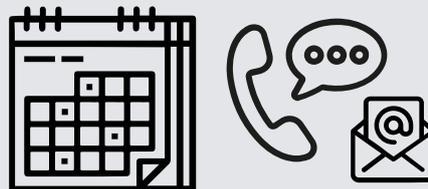
## ADMIN



If this is your first visit to the clinic you will receive an online consultation form to fill before attending.

10

## NEXT APPOINTMENT



A member of our team will contact you by email or phone to book your next appointment.

## KEEPING YOU SAFE

oxford  
laser aesthetics



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Oxford, OX11BU



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All of our surgeries undergo a thorough decontamination process after every patient and our waiting and reception area, toilets and other public areas are regularly cleaned during the day.