



Dear customers and friends

We are so excited to welcome you - our customers regular and new – back to our Massage Angels Pods at Westfield London, Westfield Stratford City and Brent Cross.

We have all experienced a period of change during recent months, and self-care remains our priority as we continue to adapt to our new ways of 'being'.

As we look to resume our well-being service, we have been intensely focused on three priorities:

- Your safety and the safety of our therapists.
- Ensuring that cleanliness and hygiene standards exceed recommended guidelines - and guarantee your confidence and well-being, now and going forward.
- Maintaining the high professional standards and the quality of service that you have come to expect from us.

Every therapist on our team has passed a rigorous training programme to ensure that we are fully 'Covid Secure' – and this includes training with the prestigious World Health Organisation, professional massage association Think Tree Hub and our own in-house training in collaboration with the School of Natural Therapies.

We have also undertaken a thorough Risk Assessment of all of our environments – and, while, for the safety of all, you will see some changes to our procedures, we can assure you that the quality and professionalism of our service remains the same.

You will recognize the same experienced therapists – but now our team will be wearing visors (as per Government guidelines) and we'll be going a step further by also wearing disposable aprons and latex-free disposable gloves for every treatment (and medical grade masks if our team wish). You can, however, expect the same team, same smiley eyes greeting and same great massage treatment (you won't feel the gloves – we promise!).

We will also have sterile masks available on our Pods if you would kindly wear one for your treatment. For the peace of mind and confidence of our therapists, we have instigated a 'right to request/right to refuse' policy. This means that our therapists have the individual right to ask any customer to wear a mask or face covering during treatment if not already doing so.

Our therapists have always used hand sanitizer on hands and forearms before and after every treatment and this will continue, along with regular hand washing.

So that we can maintain our stringent hygiene practices, you will be asked to use hand sanitizer before sitting for your treatment – and again on leaving the Pod. We will ask you not to touch or put any personal items (mobile phones, for example) down on our Pods – and we ask that all personal possessions and jackets are on laps (and not placed on Pod seating).

Each treatment area will be fully sterilized after every massage (and entire Pods cleaned down multiple times day). Our Pods will also be deep cleaned regularly throughout each week.

So that we can maintain social distancing, we ask that you visit our Pods alone (unless you are with little ones, who are of course welcome, but they also must hand sanitize). The treatment areas on our Pods are 2.6m from the nearest customer, and you will be separated by a fibre-glass wall that acts as a shield on both sides.

We are a drop-by service so you should be seated immediately, but we do recognize that there might, at peak times, a short wait for your massage, so please do bear with us. We promise that your revitalizing and energizing massage will be worth the wait!

As always, our massage treatment will be over the clothes – and your therapist will work behind you while you face forward as usual – so there will be no close face-to-face contact.

We hope that you understand that, in line with Government guidelines, we must ask our customers a couple of questions to comply with Covid-19 health and safety. Government guidelines also stipulate that we are to request that customers share their contact details to support NHS Test & Trace, however, this is voluntary. Your details will be kept on file for 21 days, should you choose to assist.

For your additional peace of mind, prior to commencing work each day, our team will be individually submitting a qualifying 'Safe to Work' questionnaire.

Thank *you* so much for your support – and for your flexibility - as we all move forward safely for all.

With our warmest regards and thanks – and we look forward to seeing you soon.

For more information on our Covid Compliant company policies, please feel free to contact us:  
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