

These are personal services such as hair, beauty, nail, tattoo, body piercing and all therapy services.

Client responsibilities to support the close contact services sector

- You must not come to a close contact services business if you have Covid-19 symptoms, have tested positive, are awaiting a test result or a member of your household has tested positive for Covid-19. You must follow the self-isolation rules.
 - You should understand and respect the conditions in which the practitioner is working in order to protect you, and other clients and staff from Covid-19 infection.
 - » The service will have changed from pre covid days and so your tolerance and patience is requested.
 - » You should expect staff to be wearing PPE (personal protective equipment) which is a Type II face mask and face visor just as you will be expected to wear a face covering while at the premises. These are legal requirements and therefore not optional.
 - » Feel reassured that staff will be doing all they can to keep you safe and it's important that you work with them to reduce the risk of infection.
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- You should follow all the rules to prevent the virus from spreading. This includes:
 - » Providing your correct contact details and following TTP (Test, Trace and Protect) rules if it is later found that you have come into contact with someone who has had Covid 19 while at the premises.
 - » Wearing a face covering when required.
 - » Using hand sanitisers and hand washing facilities regularly.
 - » Maintaining the 2m rule.
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- Local authority enforcement officers have a legal duty to inspect and advise businesses on the requirements of the Coronavirus regulations. As a consequence they may visit the business while you are present.
 - Should an inspection visit take place while you are there please be respectful of their role in helping to ensure your safety and the safe operation of this service sector. You should follow any requirements they ask of you.

Links to key guidance

<https://gov.wales/keeping-records-staff-customers-and-visitors-test-trace-protect>