

STORY[®]

AESTHETIC RESULTS

COVID-19 POLICY

12th APRIL 2021

We are pleased to confirm that our clinics are open and offering a range of facial treatments. The safety of our clients is our number one priority. As such we have taken measures in accordance with the government advice.

Update: Covid-19 Vaccines & Filler treatments

There is some evidence that the Covid-19 vaccine increases the risk of immune-related filler swelling. This is a known rare complication that can occur due to any viral or vaccine trigger - it self-resolves or is effectively treated with medication. The risk of this occurring is highest within 4 weeks of a vaccine; therefore **STORY WILL NOT BE OFFERING FILLER TREATMENTS IF YOU HAVE RECEIVED A COVID-19 VACCINE WITHIN 4 WEEKS OF YOUR APPOINTMENT.** Please note that having had filler treatment within the last 4 weeks does not require you to delay receiving your vaccine.

Guidance for Clients and Visitors

- We ask that you complete a digital form containing a medical questionnaire and COVID-19 risk assessment prior to attending your appointment. This will be available to you following your booking confirmation and sent via email.
- We encourage you not to attend your appointment too early and to bring minimal possessions.
- We ask that you do not bring anyone with you to your appointment.
- You will be required to use our antimicrobial hand gel on arrival to the building. Handwashing facilities are also available in addition to this.
- We ask that you wear a mask at all times during your visit unless you are exempt unless your practitioner asks you to remove it for treatment.

Thank you for adhering to these measures.

In Clinic Measures for Your Safety

- Our clinic layout allows us for social distancing with a spacious waiting area.
- Payment is required by card.

- All clinic visitors and staff will be risk assessed prior to attending the clinic; those that have any viral symptoms or that have been in contact with anyone with these symptoms within 14 days of their appointment will not be able to attend STORY clinics.
- We have reduced the number of clinic appointments that will run per day and have reduced the number of staff in the building at any one time.
- All practitioners will have the required personal protective equipment (PPE) for all appointments and treatments.
- A handwashing policy is in place so that all clinical staff will wash their hands before and after every treatment.
- All clinical surfaces will be cleaned multiple times daily.
- Where possible paper forms and pens have been removed and replaced with digital ipad forms which are cleaned between individual use.
- Our reception staff will wear a mask at all times or communicate with you from behind a transparent screen.

We would like to thank you in advance for your vital cooperation.

We continue to review and amend these measures as the situation changes. Please return to this page or check our social media updates for further information.

Please note; under current regulations we are not able to offer our 'Eyelid Tightening' treatment. For further updates on when this will be available please sign up to our newsletter here or email our team at info@storyclinics.com.