**WE ARE PLEASED TO FINALLY CONFIRM WE ARE RESUMING FACE TO FACE APPOINTMENTS ON MONDAY 27th JULY**

As Actualize Wellbeing CIC starts to reopen for face to face appointments, we understand that we have been experiencing, and continue to face one of the hardest and unprecedented challenges.  
  
In order for face to face sessions to resume, please be understanding of the changes that we need to put in place. These changes are to ensure the safety of clients and therapists and are in compliance with new government guidelines.

We will also continue to offer online and telephone therapy sessions.  
  
I am pleased to welcome you back to the Chess Medical Centre, and ask you please read the information below regarding our new safety precautions and policies.  
  
Thank you so much for your patience during this time and if you have any questions or require any further information, please let me know.   
  
**Warm wishes**

**Tracy Porter and the Actualize Wellbeing Team**  
  
  
  
**MEDICAL CENTRE SAFTEY PRECAUTIONS**  
  
Due to the recent coronavirus pandemic there will be some extra safety precautions put in place within the therapy setting. Our biggest priority is everybody's health and safety. Please respect the following guidelines to ensure the Chess Medical Centre and our therapy rooms are as safe and comfortable as they can possibly be when you visit.  
  
\*Reschedule your appointment if you are feeling unwell, showing any of the COVID-19 symptoms or if you have been in contact with anybody with COVID-19 in the last 2 weeks.  
  
\*You will need to provide and wear your own mask or face covering which must be worn at all times whilst inside the Chess Medical Centre**,** accessing the Chess Medical Centre and to and from your therapy room. A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head.

\*Hand sanitizer will be provided within the Chess Medical Centre reception area and within the therapy rooms. We will ask all clients to hand sanitize on arrival to the Chess Medical Centre and on entering the therapy room.  
  
\*Come to your appointment alone and if the appointment is for a child, only one parent/ carer may accompany.  
  
\*We will not accept walk-in clients.  
  
\*Please ensure you are on time for your appointment as a waiting area will not be available. This is to minimise the amount of people in the Chess Medical Centre.

\*In order to protect staff, clients and patients, the external doors to the Chess Medical Centre will be closed. Your therapist will meet you at the external door at the time of your appointment. Only clients with a pre-arranged appointment will be allowed access.   
  
\*Water will temporarily be unavailable but you are welcome to bring your own.  
  
  
\*Please do not bring unnecessary items, such as shopping bags. We are asking clients to minimise what you bring with you.  
  
\*Consultation and Covid-19 health check questionnaire forms will be sent out to all clients making an appointment. These forms **MUST** be filled out prior to your appointment.   
  
\*Please practice social distancing whilst in the Chess Medical Centre and therapy rooms. A minimum 2 metre distance.  
  
\*We ask you pay using card via online invoice.  
  
**OUR PRACTICE**  
  
\*We have undertaken a thorough review of our services.  
  
\*We will adhere to social distancing guidelines  
  
\*Every surface will be cleaned regularly with the appropriate sanitiser.

\*Play and Creative Art Therapy sessions will be 30 minutes to allow for cleaning between sessions.   
  
\*We will ensure adequate ventilation throughout the therapy rooms with windows open where possible.  
  
**OUR TEAM**  
  
\*We have agreed social distancing for our team members in communal areas.  
  
\*Staff have been briefed to not attend if they have an elevated temperature, or are feeling unwell of if anybody in their household is feeling unwell or self-isolating.  
  
**OUR PROFESSIONAL SERVICE**

\*Our team will wear masks whilst in the Chess Medical Centre or during times when the minimum 2 metre distance is not possible within our therapy rooms.

\*Our team will use hand sanitiser before and after each client interaction.

\*Our team are aware of the new procedures and the need for maintaining a safe environment for both therapists and clients.  
  
  
**DEPOSIT AND CANCELLATION POLICY**

\*A booking deposit of £20 will be required for all future bookings.

\*We will invoice this deposit at the time of booking your appointment. We cannot hold or reserve appointment without your deposit.

\*We have revised our cancellation notification timescale to reflect the new policy and procedure.   
  
\*This booking deposit is non-refundable or transferable, unless a minimum of 48 hours’ notice is provided for cancellation or appointment rescheduling.

\*Cancellation or rescheduling with less than 24 hours’ notice will incur the full session fee.