



Client Consultation and Consent Policy

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1. Purpose

This policy outlines the procedures for client consultation and consent prior to any spray tanning service. It ensures all clients are informed about the process, potential risks, and aftercare, and it provides an opportunity to identify any contraindications or concerns that could affect the treatment outcome or client safety.

2. Consultation Process

Before any spray tanning service, all clients will undergo a consultation which may take place:

- In person at the first appointment
- Via an online form/questionnaire/messaging sent prior to the booking
- Over the phone or video if required

The consultation includes:

- Personal details (name, contact info, emergency contact)
- Medical history and known allergies
- Skin type and recent skin treatments
- Details of any relevant conditions (e.g. asthma, eczema, pregnancy)
- Desired tan depth/colour
- Understanding of the process and aftercare instructions

 All client information is treated confidentially and stored securely in line with data protection laws.

3. Informed Consent

Clients must complete and sign a Consent Form before treatment begins. By signing, the client confirms they:

- Understand the nature and process of the spray tan
- Have disclosed all relevant medical or skin conditions
- Are aware of potential risks, such as allergic reactions or skin irritation

- Accept that results may vary depending on skin type and pre-treatment care
- Understand and agree to follow the aftercare instructions provided

Consent is renewed before every tan for returning clients.

4. Contraindications

Spray tanning may not be performed or may require a doctor's clearance in cases of:

- Open wounds, infections, or active skin conditions
- Severe asthma or breathing difficulties
- Known allergies to DHA or other tanning ingredients
- Pregnancy (especially in the first trimester, unless cleared by a doctor)

If any contraindications are present, the treatment may be refused or postponed for the client's safety.

5. Patch Testing

While rare, allergic reactions can occur. A patch test is available and recommended for:

- First-time clients
- Clients with sensitive skin
- Clients with a history of allergies

Patch tests must be performed at least 24–48 hours before the full service.

If a client declines a patch test, this should be clearly documented in the consultation form.

6. Client Responsibility

Clients are expected to:

- Provide accurate and complete information during consultation
- Follow pre-tan and aftercare instructions to ensure optimal results

- Inform the technician of any discomfort during the treatment

7. Record Keeping

All consultation and consent forms will be:

- Signed and dated by both the client and technician
- Reviewed regularly
- Stored securely for at least 3–5 years in compliance with insurance and data protection requirements

8. Policy Review

This policy is reviewed annually or when changes in business operations, health regulations, or product ingredients occur.

Failure to follow this policy could lead to disciplinary action and may invalidate business insurance.

Signed: Amy James

Role: Owner/Manager

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