

Appointments at Rowan House Centre during June and July



Thank you for booking an appointment at Rowan House.

During the months of June and July, as the centre begins to reopen and practitioners begin to return to work, Rowan House will operate differently to how it has in the past to continue to protect staff and clients. Please read through the following information carefully before visiting the centre to help us achieve this.

Before travelling to the centre:

- Please ensure you and other members of your family are free of Covid-19 symptoms. If any symptoms are present in your household you should contact your practitioner immediately and rearrange the appointment
- Please use the toilet as the ones in the centre will not be available for clients to use
- Please ensure you have contact details for your practitioner as the phone lines at the centre are not manned
- Please wash your hands
- Only one client (unless a parent is accompanying a child) will be able to enter the building so please travel alone or ask the person/people travelling with you to remain in the car

When arriving at the centre:

- Please wait in your car – the reception area is closed and the door to the building will be locked. Your practitioner will let you in when they are ready for your appointment.

When inside the centre:

- Please use the hand gel provided
- Please refrain from touching anything unless instructed to do so by your practitioner
- Please refrain from using the toilet (except in an emergency)
- Please refrain from wandering around the centre unaccompanied
- Please observe social distancing rules (unless your treatment requires otherwise)

When leaving the centre:

- Please use the handgel provided
- You will be let out of the building by your practitioner

When arriving home:

- Please wash your hands

We are hopeful that by August we can begin to bring back some of our reception services but in the meantime, we thank you for your understanding.

Kin Café has reopened for takeaway services only (coffee, tea, milkshakes, smoothies, cakes and pastries). Please visit our social media pages for information about opening times.

We look forward to seeing you soon and hope that you have an enjoyable treatment.

Reception

Kin

