

The Yard COVID-19 Policy

To our wonderful clients and visitors, thank you for your patience and support while The Yard has been closed.

As we gradually resume our treatments and classes, we want to assure you that we have considered every measure to ensure your safety. This policy shows the steps that we are taking and will of course be reviewed as the pandemic situation changes.

At the heart of The Yard is our aim to create a welcoming, healing, nurturing space for you. This has absolutely not changed, but there will be a few changes that need your attention before your visit. Please ensure that you read this policy thoroughly, for your own safety and for the safety of our community.

At our site at 102 Liddell Gardens, we are fortunate that our two treatment rooms and two studios are well spaced out with separate access points. Appointments in the treatment rooms will be spaced to ensure that you encounter as few people as possible during your visit.

Please be patient, polite and observe all notices. Our COVID-19 policy has been put into place to protect our whole community, but it is also a local authority requirement at this time if we wish to stay open.

Rest assured that we are doing everything we can to make you feel safe, while providing a restful and restorative experience.

Key steps taken

1. Treatment room appointments

We will be allowing a few extra minutes between treatments to ensure that encounters with other clients while you are with us. Please arrive promptly at your treatment time and minimise your use of our reception area. If one of our team is at the reception desk, please let them know that you have arrived. If you are early, we would prefer you to wait in our outdoor space or in your car, if possible. Your therapist will come out to meet you once the room is ready for your appointment.

2. Studio classes

Bookings will be limited for our studio classes to ensure that they adhere to social distancing guidelines. Bookings must be made in advance, either via our online MindBody system or by speaking to our team on ...

We will ensure there is always a safe distance between class attendees.

On arrival, please let the reception team know that you are attending a class. Studio 1 must be entered via the reception area, while Studio 2 must be entered via its dedicated external door, after registering. Please avoid touching the doors, which will be left open unless a class is in session. The class teacher will close the door at the start of class and will open it again once the class has ended.

Please do not walk between Studios 1 and 2; the internal corridor will be available to The Yard team only.

Please avoid bringing excess bags or clothing when attending a class. Our internal storage room will no longer be available, so personal belongings must be kept next to you during the class.

We will ensure that there is enough time between studio classes to allow us to clean all areas and equipment.

Yoga mats: we encourage you to bring your own yoga mat to each class with you, if possible, and to disinfect it between uses, but we will have some of our own yoga mats available for you. Our yoga mats will be cleaned between uses, with sprays available for use in each studio.

Bolsters/blankets/blocks/straps: teachers will be minimising the use of any equipment for yoga classes. We will have a small amount of blocks and straps should these be required, and these will be cleaned after each use. Again, you are welcome to bring along your own.

Each studio will have a designated place where used yoga mats and blocks will be carefully placed at the end of a class, to ensure that they're thoroughly disinfected.

Teachers are not able to physically make corrections during yoga and pilates classes, and so clients will be advised that extra care should be taken to follow instructions to avoid injury. As always, teachers will be observing to protect class attendees from injury.

If chairs are needed during a class, these will be the wipeable metal/vinyl chairs stored between the two studios. They will be disinfected before being placed in the studio by a member of The Yard team. If they are used, they will be disinfected afterwards before being returned to storage.

3. Children's studio classes

As with adults' studio classes, numbers will be limited for children's classes and sufficient time will be allowed between classes to avoid large numbers of people dropping off/picking up.

Prior booking/payment is essential, either via our MindBody online system. Should any payment have to be made upon arrival this will be by card only.

Unaccompanied child classes:

Children must be dropped off/picked up by parents and carers at the external door. Parents and carers will not be allowed to accompany a child into the class or wait in reception for them.

As a child arrives, they will be asked to use the hand sanitiser at the reception desk or to wash their hands with soap before participating in class.

If a child coughs or sneezes, they should use the tissues that are available in each studio and dispose of them immediately into a bin. The teacher will then administer hand sanitiser onto their hands and ask them to rub it into their hands and fingers.

The teacher will remind all children to keep a safe distance between themselves and others in the class. In accordance with early years settings, teachers don't have to wear masks as long as they maintain a sensible distance between themselves and the children.

Accompanied baby/toddler classes

Parents and carers will be expected to use the hand sanitiser or wash their hands thoroughly in our bathroom before entering Studio 1 via the reception area or Studio 2 via its external door.

Our usual cushions and blankets won't be available. A parent or carer is welcome to bring a small blanket if they need it to sit on, as long as this is removed at the end of class.

4. Workshops/classes provided by external organisations

The number of workshop attendees must allow for social distancing to be maintained at all times.

Attendees/course teachers will be allowed to bring in hot and cold drinks and takeaway food; all takeaway cups and other rubbish must be disposed of in our bins at the end of the course. The kitchen and kettle will not be available for use.

Our usual cushions and blankets won't be available. Attendees are welcome to bring these items for comfort, as long as they are removed at the end of class.

If tables or chairs are needed, this must be confirmed in advance, so that they can be disinfected and laid out by The Yard staff. They should be left in situ at the end of the workshop, so that they can be disinfected before being returned to storage.

Our storage room will not be accessible, so both course providers and attendees should bring minimal personal belongings.

5. Masks

Therapists and teachers will be wearing masks on your arrival. Please bring your own mask with you to sessions (we will have spares available in reception should you need to purchase one on the day).

6. The Yard team

We will do everything we can to ensure that our team members are kept safe, and social distancing rule apply to all.

All team members understand what is required to safely run The Yard. They have been told that they should not leave home if they display any of the symptoms associated with COVID-19. They will wash their hands on arrival at The Yard, after completing any cleaning tasks and frequently throughout their work hours.

Masks will be worn by therapists, teachers and all other staff whenever they are in enclosed spaces at The Yard. Reusable cloth masks are encouraged rather than disposable ones. These are replaced as necessary and washed at the end of each day. If disposable masks are used, these must be changed regularly.

Disposable gloves are to be worn for cleaning purposes.

7. Hand washing/hand sanitiser

Our therapists will wash their hands prior to any physical contact and again immediately after; gloves will be used only if necessary.

Class teachers will wash their hands when they arrive at The Yard to teach a class.

All visitors to The Yard, whether for treatments or classes, will be asked to wash their hands on arrival with soap and water, using the hand drier machine afterwards. We will also ask you to wash your hands again before leaving The Yard.

Hand sanitiser pumps will be available in reception, in our bathroom, in each treatment room and in each studio.

If you cough or sneeze while at The Yard, please use tissues (available in each room) to catch it, dispose of the tissue straight away in one of our open bins and then wash your hands thoroughly.

8. Soft furnishings

All furnishings at The Yard are now wipeable. In the treatment rooms, all items/surfaces can be disinfected between treatments and single-use sheets will be used instead of blankets.

Blankets and cushions are no longer available for your use during classes or treatments.

9. Opening doors

On arrival and exit, please allow us to open all doors for you in order to minimise contact. Rest assured that all door handles will be disinfected after each patient has left.

10. Cleaning

Spacing of treatments and classes will allow us to disinfect door handles, desks and all equipment between visits. Treatment rooms and studios will be ventilated between appointments.

All cleaning will be carried out using a disinfectant cleaner.

Studio floors will be disinfected at the end of each class.

We will keep a record of cleaning activities at the reception desk.

11. Third parties

Any person who enters The Yard, eg our cleaners, therapists and teachers, will be subject to the same stringent health and safety rules.

12. Deliveries

Any necessary deliveries will be left outside The Yard if at all possible, so that external packaging can be disposed of without risk of cross-contamination.

13. Need for short-term closure

If anyone who has recently attended The Yard has tested positive for COVID-19, it may be necessary to close for up to 72 hours to enable us to deep clean and ventilate all areas.

For clients visiting The Yard for treatments:

- Check symptoms

Do you have a new cough, fever, loss of sense of taste or smell? If you have recently visited The Yard, please let us know if you or a family member develops COVID-19 symptoms.

- Bathroom

The bathroom is still open for use. We do, however, encourage you to use your own bathroom before making your way to The Yard in order to minimise cross-contamination.

- Waiting area

Please arrive promptly at your treatment time to minimise your use of our reception area. If you are early, we would prefer you to wait in our outdoor space or in your car, if possible.

- Wash and disinfect

On arrival, please wash your hands for a minimum of 20 seconds, using our soap. Our hand drier is automatic, but we will provide paper towels as they are far more effective in avoiding the risk of cross-contamination. We will have hand sanitiser in reception and in each treatment room.

- Mask

Please wear a mask while you are at The Yard, until we receive further guidance from the government or the WHO.

- Coughs and sneezes

Please use good hygiene practice: cough or sneeze into the crook of your arm or into a tissue; discard tissues immediately and then wash your hands. Tissues will be available in both treatment rooms and both studios.

- High-risk patients

Our therapists will be seeing all patients. However, if you are in a high-risk group (ie pregnant, elderly or with a chronic health issue), please be extra vigilant in your pre-treatment self-assessment of symptoms.

- Payment

Please make payments via a contactless method if at all possible. If you wish to pay online on the day, please do so while at The Yard via your banking app and provide your payment reference so that we are easily able to link up all records. Should a therapist prefer payment in cash, they will provide an envelope for it; all cash will lie dormant for three days, so should you need change, rest assured it will be clean.

- Drinking and reading

For safety we have removed water and reading material from our reception area. We will still have water available in our treatment rooms, but please do try to bring your own with you. Hopefully the situation will change soon and we will be able to make our reception area more welcoming again.

Any suggestions?

We want to ensure that you feel that your health and safety are catered for from the moment you book your appointment to the moment you walk out of our door. If there is anything we can do in advance of your treatment, please email us on info@gracelandtyard.com.

We will of course revise these guidelines as the pandemic unfolds and we will let you know as soon as anything changes. In the meantime, please feel free to follow us on Facebook or Instagram for news about health, wellbeing and COVID-19.

We're looking forward to seeing you at The Yard very soon.