

CASE STUDY

Beauty Salons and Tattoo Parlours



Key points

- › From 11.59pm on Tuesday 1 September 2020, steam-based services including saunas, steam rooms, steam cabinets and bathhouses can continue to operate.
- › From 9am on Friday 18 September 2020, all venues, facilities and businesses can have a maximum of 25 people (excluding staff) across the entire venue. Businesses must not exceed the capacity limit that applies under standard liquor or fire occupancy loading and regulatory conditions of the venue.
- › If venues want to have more than 25 people they should use the one person per 4 square metres of usable space rule up to 100 people per each indoor and outdoor space.
- › Usable for an indoor or outdoor space means the space that people can freely move around in, taking out divisions such as stages and similar areas, restrooms, changerooms and similar areas, staff only areas, areas occupied by fixtures, fittings and displays and areas that are closed off or not being used.
- › Facility owners, managers and operators must not temporarily divide any usable indoor space or usable outdoor space for the purposes of calculating usable space.

Businesses must

- › have a COVID Safety Plan that identifies risks and outlines how those risks will be managed.
- › clearly display occupancy allowance at the entrance to the venue as well as display additional signs with area occupancy for separate individual spaces.
- › know how many clients it can accommodate safely at any one time.
- › make sure clients follow physical distancing of 1.5 metres between each other, wherever possible.
- › request the first name and contact number of clients, including walk-ins (for contact tracing purposes). If provided, keep a record of those details and the date and time the person attended for 28 days, after which it can be securely destroyed –manage good hygiene and infection control practices. Venues might like to consider using the Check In CBR app to assist them in fulfilling this requirement. To find out more and register your venue visit the Check In CBR page on the [COVID-19 website](#).
- › where possible, consider limiting the time on premises to less than two hours and close face-to-face work to 15 minutes.

Case study: Hosting groups

A beauty salon in Kingston has reopened for customers with booked appointments. It manages bookings according to how many people can be in the salon. The venue has 85 metres of usable space so can have no more than 25 people (excluding staff). The salon usually offers a range of services including nail services, tanning, waxing, laser, steam rooms, facials and massage. It continues all these services except has stopped offering appointments for package services that take longer than two hours (such as massage, facial and manicure packages).

The salon requests and, where provided, records the first name and contact number of its customers as well as the date and time they attend. The salon staggers appointments

so people are not waiting around in the one area. The entry, exit and flow of clients through the premises is managed carefully.

Extra time between appointments allows for appropriate cleaning and infection prevention and control measures. After each treatment, the room is thoroughly cleaned before the next client is invited in. Bottles and products are cleaned between each use. People who walk in for a nail service are either invited in or asked to come back at a specific time. They are asked to supply their name and contact number. The salon has spaced chairs in the salon as far apart as possible to maintain distance between clients.

This information is correct as of 18 September 2020. For the latest advice on restrictions please check the [COVID-19 website](#) or call the COVID-19 helpline on (02) 6207 7244.

The **Business Resource Kit** includes: guidelines for creating a **COVID Safety Plan**; posters for displaying in your business premises; fact sheets and case studies to provide up to date information and clear advice; and other useful resources.

Find the kit on the business resources page of the [COVID-19 website](#).

Canberra Business Advice and Support Service: Business owners can receive up to four hours of free, tailored advice and access online business development resources. Call (02) 6297 3121.