

Hints and tips for practising safely and avoiding insurance claims



Good Practice Guide



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35
YEARS IN 2012

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We're here to help...

Established for our members in 1977, BABTAC is the leading association for Beauty and Holistic Therapists, as well as the longest established and most influential body. We work not-for-profit which means all the income we earn is reinvested for your benefit. Our main concerns are promoting our reputable, qualified and insured Therapists, as well as protecting the welfare of the general public by driving for industry change.

The following pages have been collated to help you, based on frequently asked questions we receive and the most common insurance claims that occur. To be read in conjunction with your insurance package, the aim is to help ensure you are practising safely; we advise reading about the treatments you offer and encouraging any staff to do the same. Being prepared will help avoid unnecessary claims, but if the worst does happen, you'll know you've done things right.

Remember, in general, the more information you ask from your clients and the more signed notes you keep, the better protected you will be; keep record cards for **seven years** regardless of the frequency of client visits and even if a member of staff leaves – your business will be held liable not your staff. If a client or ex-client does complain, don't panic and don't offer free treatments; instead calmly ask for more details, offer a face-to-face meeting if required and state that you will investigate it further. Don't forget, you can also give Balens a ring if you are dealing with a complaint, for further guidance and support. For more information on staying compliant, turn to page 2.

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A word on student membership...

In addition to the guidelines enclosed, including those specifically relating to each treatment, student members are subject to additional guidelines to ensure their cover is valid.

Student member

As an unqualified treatment provider, you must:

- Only practise your treatments for case study purposes
- Carry out the treatment as you have been taught by your college/training provider
- Charge below the market rate for treatments, to cover the costs of your treatment products/consumables only
- Make sure your client is aware you are still training

Following these steps, and making sure you're reviewing each case study regularly with your teacher will help ensure your insurance cover is valid.

Student Level 2 member

If you have passed your Level 2 qualifications, you should have upgraded to our Level 2 membership; this will cover you to provide Level 2 treatments, and will continue to cover you for your case studies as you work towards Level 3.

- For the Level 3 case studies, you should follow the steps outlined here for the 'student member' to ensure your insurance is valid.
- In terms of Level 2 treatments, the policy covers you for the following treatments:
 - nails
 - eye treatments
 - make-up
 - tanning
 - basic facials
 - basic waxing

Market rate can be charged for the treatments that you are qualified in however Level 3 case studies will need to be treated in accordance with the student membership level. The package excludes eyelash perming and facial waxing. If you wish to carry out these treatments, you will need to upgrade to our full membership for £89.



As a student, you must not practice outside of your scope of what you have been taught, and consultation and reviews should be in place for such case studies. You need to declare to your client that you are not qualified and may only charge below market rate to cover costs of your consumables.

Record on your consultation cards that you have followed these steps and ask the client to sign.



Things you need to know...

To guide and support you, in conjunction with our brokers Balens, we've highlighted insurance information in boxes throughout the brochure; following these tips will help protect you and avoid a claim being declined due to non-compliance with policy conditions.

Insurance

When you join BABTAC, you agree to abide by the stipulations of the insurance policy. You should also ensure that you, and all those covered under your policy, work to minimise the incidence of errors or omissions in treatments and to minimise accidents and damage.

It's important to familiarise yourself with your Insurance Policy (included in your membership pack or on the members' area of babtac.com), to make sure that you are covered in the event of a claim.

It is unwise to enter on your own into dialogue or correspondence about the complaint, which may compromise your position later on.

Legal advice states that if you agree with a client to circumvent any warranted procedure (e.g. if a client refuses a patch test and you then carry out a treatment that requires a patch test) even if the client signs a consent form, courts will usually award damages against you in any claim then made. The legal principal is that if a professionally qualified person acts unprofessionally in doing a procedure which is against good practice, then it is an unfair contract for the client to sign a disclaimer form. Your BABTAC policy would not be valid in such circumstances, so it is usually advised to decline business rather than risk compromising your insurance.

Exclusions

A quick reference of exclusions from your BABTAC policy, other than those stated elsewhere in this guide:

- Treatments performed by anyone under the age of 15 years without parental consent
- Varicose vein treatment
- Injections unless separately agreed with insurers
- Medical diagnosis
- Terrorism
- Use of needles other than sterile disposables used once
- Treatment of eyeball and conjunctiva
- Products Liability that are sold without consultation or treatment exceeding £30,000 gross turnover per year
- Claims arising from, allegedly causing or related to any form of cancer.

Administration

Record cards

Record cards should be kept for each client and updated per treatment by the Therapist. It is required that you keep records for seven years; failure to do this will result in your claim being denied. Without any record or proof that you did patch tests, for example, insurers would have no way of making a defence for you should you be sued. Remember, if you do any demonstrations at exhibitions or when teaching, you should have some record of who you worked on and briefly what was done. Claims can surface years after you did the work and it would be impossible to credibly remember details so long after the event.

Record cards should include full details of the consultation process, the treatment, the result of the treatment and any aftercare instructions given, where appropriate. They should be signed by the client and also by the Therapist completing the treatment to confirm that the consultation took place and the information stated is correct and true. Personal information and medical history should be reviewed on a six monthly basis to ensure it's all accurate and up to date.

Record card samples can be found in the members area of babtac.com.

Treating under 16's





When treating anyone under the age of 16 years the policy requires you to gain written parental consent. Further information can be found on babtac.com in the members' area.

Mobile Therapists

Mobile Therapists should ensure the area they are working in is protected with a non-permeable mat to avoid any damage to the client's property. If not your claim will be refused in the event of any damage caused.

Equipment

Products and equipment must be used in accordance with manufacturer's guidelines - failure to do so could result in a claim not being paid.

Look out for the icons depicting insurance , patch testing , retail opportunities  and helpful advice  throughout the brochure.





BABTAC has compiled a list of necessary regulations that apply to our sector. These documents can be found on babtac.com/business-tools

Patch Testing






Where a treatment requires an obligatory patch test, resist being pressurised by the client to proceed without a test. Be prepared to lose business if they won't have a test; it could save you serious heartache if a treatment causes a serious reaction.

Carry out the patch test as outlined below:

A skin patch test must be completed for each new treatment carried out on each client; it should be carried out at minimum 24 hours before treating the client for the first time or 48 hours before for clients with diabetes or other special circumstances. We request that testing must re-occur if there has been a change in the client's medical history, a change in the treatment preparation (e.g. a new formula or different product), any hormonal changes such as pregnancy or menopause or if there has been a 12 month interval since the last treatment. In addition:

1. We recommend that you always follow the specific manufacturer's guidelines written on the product packaging, with regards to preparation, application and patch testing. In the case that the packaging recommends patch testing more frequently than the guidelines above, you will need to follow their instructions as it is likely they have encountered a specific problem during the product testing.
2. Get your client to sign a consultation form/record card to confirm that they have received a patch test and are happy to continue with treatment. Note: if your client has any allergic reaction to the patch test, you must not perform the treatment as any resulting claim will not be covered.
3. Ensure the client is given relevant aftercare instructions before and after the treatment and ask them to sign their record card to confirm that they have received these.

The list of treatments that currently require a patch test are:

- Eyelash and eyebrow tinting 
- Some peel treatments, depending on manufacturer 
- Lash extensions 
- Semi-permanent make-up 
- Laser & IPL 
- Eyelash perming - according to manufacturer's specifications
- Spray tanning - according to manufacturer's specifications.



Hints and Tips

We've selected a number of key treatment areas that have specific requirements, and joined forces with leading industry experts to bring you good practice hints and tips.



Nails

Nail treatments are one of the fastest growing industry specialisms. Nail technicians now more than ever need to be upholding the highest standards within their personal space and working environment.

Eyewear

Not only does it make you look 'fashion forward', it may well save your sight! Accidental splashes do occur in the salon and if you do not have proper eye protection, you could easily lose your sight in one or both of your eyes.



When completing a client record card, check your client hasn't experienced any allergic reactions to nail enhancement products in the past! Remember - once allergic - always allergic. This does not mean however that a customer allergic to gel is also allergic to liquid and powder or vice versa.

Mobile Therapists should ensure that the table where a treatment is performed is covered with a non-permeable mat to avoid any damage and provide a non-permeable protective sheet on the floor when performing treatments that have the potential to cause staining or other damage.

Posture

The traditional pretzel-like posture (bent until your nose is almost in contact with the nail) is one that inevitably leads to a myriad of muscle problems. Sit in a natural and unstrained position with your back straight and your shoulders relaxed. Check your desk height and limit the bending of your wrist. Ask a colleague to check your posture and take the time to stretch between clients! 😊

Breathing Zone

The real health risk in the salon is not vapour, but the dust. Extraction units are essential for minimising and eliminating dust in the working environment. Dust masks are more effective to prevent direct inhalation however simply creating less dust by working smarter, practising good housekeeping and using a filtration/extraction system are always the smartest moves.

Diabetes

Diabetes can cause poor circulation, loss of feeling and improper healing; if your client is diabetic, you should be thinking about these three potential complications. Manicures and pedicures could, if not performed gently and safely, cause more serious problems in the future. Put more simply, they should be performed gently, with care taken for water temperature and refrain from "cutting" or "nipping" at anything! Clients with diabetes should be able to enjoy an indulgent, luxurious treatment in a safe and clean environment with just a few extra precautions from the nail professional.



Eyes

Eyes are one of the most prominent facial features and can be enhanced to refine and change a client's appearance.

As a sensitive area of the body, the first thing any Therapist should do is make a record card for the treatments, and complete patch tests for eyelash and eyebrow tinting, eyelash extensions and eyelash perming. 

A couple of frequently asked questions on eye treatments:

Q. What do I do if my client experiences burning or stinging sensations during treatment?

A. Ensuring that the client's clothing is protected, turn the client's head to the side of the eye that is stinging and use a bowl of warm water and clean cotton wool to bathe the eyes; take a cotton wool pad and drizzle a stream of water from the tear duct to the corner of the eye, allowing the stream of water to run back into the bowl.

Repeat this bathing until the burning sensation has subsided. Ask your client to keep their eyes closed throughout this procedure. It is important to emphasise that you must bathe, and not rub the eye with cotton wool, in order to reduce the burning or stinging as quickly as possible.

Q. I have been carrying out eyelash tinting and perming for years and never had a problem. Is it still necessary to patch test with my experience?

A. Definitely yes! Just because you have had no problems with adverse reactions in the past, doesn't mean to say that a bad reaction is never going to happen.

Q. How do I perform a patch test for eyelash extensions?

A. Clients can be allergic to the glue that is used so it is good practice to perform a patch test with a dab of glue on the back of the wrist 24 hours before performing the procedure, just like you would for an eyelash or eyebrow tint.

Lash extensions

Exciting, fun and a great way to boost your income; the lash industry is booming. 📈 🗣️

With a range of strip lash and natural lash extensions now available, clients are expecting more and more options. Ensuring you deliver a professional level of service before, during and after the treatment is crucial.

Consultation tips

Always carry out a patch test before commencing with treatment. Please follow our guidelines on page 3. 🗣️

- Always ask why the client wants lash extensions. Lashes suitable for a special night out might not be suitable for a wedding. Your client will have to look at those photos for many years to come; the key is to manage their expectations
- Inspect the skin for irregularities and sensitivity before treatment
- If your client wears contact lenses, ensure they bring a spare pair or wear their glasses. Contact lenses must be removed for the treatment, but the client needs something to enable them to assess your work during and after the treatment. They also need to get home safely 😊
- Always complete client records fully and refer to these for subsequent treatments. They will provide you with a useful point of reference and help you build a strong client profile and rapport
- For aftercare, recommend a lash conditioning product for when the strip lashes or lash extensions have been removed. Just like head hair, lashes benefit from being cared for. 🧴

Style tips

- Don't assume that a client's idea of "natural" or "fashionable" is the same as yours. As the treatment progresses, regularly check that the client is happy with the volume, length and overall look
- Do not use the longest lash at the outer corner – clients often want this but it drags the eye down.
- Use short lashes to build up volume. Instead of making the lashes look fuller, long lashes used alone can look 'gappy' and sparse
- Pay attention to the angle of the natural lash and work with it, not against it. A good tip is to test the position and angle of the lash first, before applying adhesive
- We all find one eye more of a struggle than the other. When applying a lash on the eye you find most difficult, angle your tweezers slightly more to the front of the lash extension (as opposed to the side) when pulling it from the packaging. This action will help to ensure that the extension will slide down the natural lash in the correct position.

Technical tips

- For lash extensions, ensure that the lash never touches the skin – there should always be a minimum 0.5mm gap
- Adhesives should be decanted from their bottle into a disposable adhesive pot for every treatment. Once open, the adhesive bottle itself can be used for up to 3 months, at which point it must then be disposed of. Make sure you label the bottle with the date you opened it
- Always use professional quality lash adhesive. Adhesive of unknown origin might not be safe to use, nor can you guarantee how well it will hold, the strength of the adhesive vapours, the drying time or the longevity of your results 🧴
- Try using gel pads instead of tape to hold down the lower lashes whilst working on the top. They are much gentler on both the lash and skin, but make sure they are not placed too high or close to the client's eye
- Get into the habit of lifting the eyelid open slightly after applying each lash extension; this will reduce the risk of the top lashes sticking to the lower lashes. Note: do not use this technique if you are applying a strong-vapoured adhesive
- Stroke the top of the natural lash with the lash extension first, before depositing the adhesive down the rest of the natural lash. This will ensure that the lashes bond all the way from the root to the tip. This technique is also good for helping to correctly judge the taper and length of the natural lash before application
- If the eyelids are heavy or the natural lashes are extremely straight, use micropore tape to gently hold and lift the eyelid. Manually reduce the tackiness on the back of the tape first, as otherwise the tape can be too harsh on sensitive areas of skin.



A change of adhesive will always require a new patch test for the client.



Brow shaping

For professional results, you need to do more than just wax, thread and tweeze.

Consultation tips

- Don't just provide a superb brow shaping treatment – give your client an experience. From the moment they phone for information ensure you have every minute of their time with you planned to perfection
- The preparation for a brow shaping treatment can start up to three weeks before the treatment. Advise those who pluck to avoid doing so for this period in order to ensure you have enough brow hair to work with at the initial treatment. Likewise, ask first timers to start thinking about the kind of brow style they would like to achieve
- Always recommend and supply a patch test for clients prior to the treatment in case you want to include a brow tint as part of the treatment plan. 🚫

Styling tips

Everyone looks at face shape when designing brow shape – there's more to it than that. The shape and size of the features of the face should play an equally important role in your design considerations.

Attention to detail is crucial for professional brow shaping.

Threading, tweezing, waxing? Use all the skills at your disposal to tailor brows to a perfect shape. Each one has its benefits:

Waxing: Use wax to remove the strong hairs around the eyebrows quickly and painlessly. As there is a high risk of skin lifting we recommend that you use corn starch or a suitable product to thoroughly dry the skin prior to treatment, particularly for a mature client.

Threading: As we all know, waxing can leave a tell-tale line. Use threading to blend the waxed area into the surrounding downy hair to give a natural finish.

Tweezing: Brows require detail and precision. This is where tweezing comes into its own for perfecting the brow shape. Every single hair is important, so take care when removing them.

When tailoring the basic brow shape, remember to take into account the current hair growth available and the long term shape you have in mind.

Don't just use tinting to change the colour of brow hair; it's also a good technique for making brows fuller and neater which in turn can further enhance the facial features.

After the treatment

- Due to the sparseness and/or shape of their natural brow hairs, around 80% of clients will not achieve the perfect brow shape immediately. This is something you should work with them to achieve. There are a range of products you can recommend to clients to help speed-up hair re-growth, camouflage thinner areas and also to ensure brows remain looking tidy 🚫
- Many clients don't really know how to look after their brow hair. Spend a little time after the treatment and give them a lesson in how to use the products properly 🚫
- If a client doesn't know how to apply eye make-up they might not be making the most of their amazing new assets. Suggest a mini-lesson in these skills 🚫
- In addition to the usual aftercare information, provide your client with a bespoke programme explaining their brow care regime step-by-step. This will help your client to keep focused on their brow development and maintain their results. This in turn will undoubtedly help with your repeat bookings and referral rates
- First impressions count, but so do final ones. Take as much care with your client at the end of their experience as you did throughout it. Make it clear that you are available to offer advice and support should they need it and if possible give them a goody bag to take away. 🚫



Make-up

Make-up is a diverse and sophisticated tool for any Therapist to use and is now recognised as an important part of aftercare with the calming and restorative benefits of mineral make-up. Fashionable styles should be created that complement the client and you obviously need to take into account size, shape and spacing of facial features, skin tone and personal preferences.

Firstly, always check that any products you are using are still in date, and make sure you don't directly apply the product to the client. Instead, decant small amounts into an alternative vessel or onto a clean brush before application to prevent potential transfer of infections and contra-actions. Check for contraindications before starting your application.

Talking to your client about the reasons they are wanting make-up applied and what they would like to achieve is important; keep checking with them throughout to ensure it is what they want. Make it current and suitable for the age, personality and colouring of the client. Give lots of hints and tips for them to replicate the look themselves and most of all make it a fun and interesting experience. 🎨



Semi permanent make-up (micro-pigmentation)

Permanent cosmetic enhancement – also known as semi-permanent make-up and micro-pigmentation – is an advanced form of tattooing, where pigments are infused into the dermis of the skin. Semi-permanent make-up is becoming one of the most sought-after procedures in the beauty arena for both its aesthetic and medical benefits. 📌

Top tips

- Ensure your premises meet licensing requirements. The Local Government (Miscellaneous Provisions) Act 1982 supplemented by the Local Government Act 2003* gives local authorities in England and Wales powers to require skin piercing businesses (including micro-pigmentation) to be registered and to observe bylaws on hygiene and cleanliness
- Ensure the pigments you use meet the requirements of the Council of Europe Resolution ResAP (2008) 2* on tattoos and permanent makeup
- Make sure you choose a device that allows you to use safety needle cartridges, which do not allow the back flow of body fluids and pigments into the device
- An appropriate questionnaire and consent form must be obtained prior to treatment. Ensure all procedural documentation is complete and signed by the client, and updated each time your client visits
- Ensure you take photographs pre-treatment, post-template drawing and post-procedure for your records. Also ensure that your client has realistic expectations, showing them examples of previous clients if applicable. Make sure they know it will only last 1-5 years with top ups every 1-2 years recommended. Also let them know that fading will occur during the healing process so the pigment will initially appear too dark
- During the pre-procedure consultation, determine your client's expectations and desired results. Offer your professional advice and do not attempt to meet client expectations that are unattainable
- Remember, government legislation affects beauty businesses; examples are The Health and Safety at Work Act, The Electricity At Work Regulations, and The Control of Substances Hazardous to Health Regulations*. Make sure you are aware of your legal obligations to employees and the public.

*These documents can be found on baptac.com/businessstools

Waxing, Intimate Waxing & Male Waxing

It goes without saying that proper and adequate training for each waxing area is essential before carrying out a treatment. For intimate waxing, BABTAC recommends specialist training rather than relying on traditional waxing techniques.

If you feel you need additional support, more practice, or you haven't trained in an area yet, we offer a number of training courses at BABTAC HQ and you can find out about these at babtac.com/training-hq.

General points to remember:

- When waxing intimate areas of the body, remember to wear gloves to help prevent the transfer of bacteria and/or blood
- Use a plastic couch cover where possible, along with a paper couch roll to keep the area clean and hygienic
- Don't double-dip as this risks the transfer of bacteria
- We recommend that you use corn starch or a suitable pre-wax product to thoroughly prepare the skin prior to treatment
- Don't be afraid to ask your client to move. Getting them into a position that makes your job easier ultimately helps to minimise discomfort and bruising
- If it is a client's first wax, take time to explain the process thoroughly, along with realistic expectations and potential side-effects, answering any questions that they have. Continue to explain what you are doing at each stage.

Wax temperatures

You should always follow the manufacturers' guidelines regarding temperature as it's not just about how hot it feels on the client's skin, but how it works best at removing hair. Too cool and the wax can bruise the skin and too hot and it could burn or lift skin. Once you have settled on a wax that you like, you should get to know your product so that you can tell just by looking at it whether it's at the correct temperature or not. Always test the temperature on the client first.

Cooling the skin

Waxing irritates the skin, causing redness, minor swelling, white spots and blotchiness. Soothing and cooling the skin will help alleviate the symptoms post-treatment, making the client more comfortable. Some manufacturers' will recommend soothing products, product houses will often have one in their range. Therapists are no longer able to sell their own blends - see government legislation at babtac.com/currentregulations. 🚫



If working in a salon, you should ensure that the premises meet all the necessary regulations and it is advised that you wax in an environment with impermeable surfaces to prevent damage and for ease of cleaning.

Mobile Therapists should ensure the treatment area is protected with a non-permeable mat to avoid any damage to property. If not your claim will be refused in the event of any damage caused.




Tanning

The public recognise the impact that over exposure to sunlight or ultraviolet light has on their skin, with many opting to fake it with a spray or cream tan that gives instant, safe results.



To ensure your client has the best experience with quality results follow these simple steps:

Stage One

Always carry out a patch test before commencing with treatment. Please follow our guidelines on page 3. 

When a client books a tanning treatment it is important to explain the following:

- Exfoliate and moisturise skin regularly prior to having a tan applied
- Wear loose, dark clothing
- Remove unwanted body hair at least 24 hours prior to having the tan application
- Stop using any other tanning product seven days before
- On the day of the spray tan application your client should not wear any make-up, deodorant, perfume, body oils or lotions.

Stage Two

Prior to application it is vital to carry out a client consultation where the treatments can be explained and you can discuss any conditions or factors that may serve as a reason to not perform the treatment. These include conditions such as:

- Pregnancy, due to the level of hormonal changes which may affect the final result. As with all body treatments, treatment must not be carried out if the client is less than three months pregnant

- 10 days before IPL (Intensive Pulse Light Therapy) or Laser as spray tanning can cause blistering and irritation
- Immediately after any heat treatments such as waxing, hair removal or epilation as tan pigment will collect in the open pores.

Stage Three

Before commencing the treatment ensure that the room is prepared with adequate lighting, space and temperature. It is essential that there is good ventilation in the room for spray tanning, to prevent any chemicals leaking into the atmosphere.

Stage Four

Once all the above has been completed, invite your client into the treatment room and if spraying, explain the sensation they will feel when air is dispelled from the spray gun as it may take their breath away slightly. Provide them with all the relevant materials including:

- A hair cap to protect their hair, ensuring it is set slightly back from the hairline and behind the ears
- Sticky feet to stop their soles from discolouring
- A mask; if you do not have an adequate extraction and filtration system both you and your client are required to wear them
- Oil free moisturiser, to apply to dry areas prevents the spray-tan liquid from grabbing. It can also be used on clients with skin conditions such as Psoriasis or Eczema.



Ear Piercing

Hygiene is of the utmost importance and wearing disposable gloves is an easily demonstrated good hygiene practice. Piercing equipment must be used with reference to the manufacturers' guidelines according to the part of the ear being pierced.



The piercing instrument and the jewellery used must be sterile and comply with the Dangerous Substances and Preparation*, (Nickel), (Safety) Regulation 2000.

Piercing under the age of 16 years requires written parental consent.

Ensure piercing is undertaken in a hygienic room to comply with the insurance policy conditions.

Under the normal BABTAC insurance scheme you are insured for ear piercing of the earlobe, but if you require insurance for piercing the cartilage part of the ear or nose then an extension to your policy is required.

* babtac.com/currentregulations

Please call 0845 250 7277 if you require an extension to your insurance policy

Heated tools in massage

Due to the nature of the exothermic heat, all Therapists are required to attend a training course before they can use heated tools in massage. This will provide all the knowledge to enable you to determine 'when' and 'how' heat may be used in therapy, as well as all the health and safety information required to work with heat.

A Therapist's hands will always be more sensitive to heat than the muscle group being massaged due to the heat receptors in the palm of the hands. They will be more sensitive the younger you are, but with regular use you adapt easily to holding the heat in your hands. Always carry out a thermal sensitivity test before applying to the client's skin. Take additional care when dealing with sensitive areas such as in between the toes and on the back.

When working with heat you have to think carefully about how you will get the maximum heat benefit for the specific muscle group being massaged. If you have a small muscle with narrow depth i.e. the arm, then medium heat is required. However if you are working a larger muscle group like the quadriceps then a higher heat may be used. The back has two heat zones: the lower back is generally a cold area so is very sensitive to any heat, always make sure you start at the shoulders as this area can cope with a much higher level of heat.

In the case of Lava Shells, always keep the shells moving during massage to keep the heat level maintained and never place shells on the skin. When Lava Shells are still, the heat builds up and they can become very hot.



Always use a thermostatically controlled warming device. Avoid using toe stones on a diabetic client and always test for skin heat sensitivity.



Facial Peels

Peels can be tailored for a range of skin types to cater for a variety of skin problems. 

Medium strength peels

TCA peel

A 'Trichloroacetic Acid' peel is suitable for a thickened damaged skin, such as mild acne scarring, sun damage, heavy pigmentation, reducing fine lines and wrinkles or comedonal acne. A TCA peel could also suit a client who wants to achieve a visible tightening and healthier, brighter skin with increased cell renewal.

Lighter peels

Glycolic acid peel

A Glycolic peel is ideal for clients with sun damage, mild pigmentation, dry and dehydrated skins. The treatment can feel slightly irritating as this one penetrates the deepest of the AHA/BHAs, but only if the skin is prone to sensitivity. A benefit of the peel is increasing cell turnover creating a more youthful appearance to the skin; Malic and Citric peels also have similar actions.

Lactic acid peel

Lactic acid has the same benefits as Glycolic but without the stinging, making it the ideal choice for clients with sensitive skin or those with a higher Fitzpatrick skin type.

Salicylic acid peel

Ideal for oily, acneic skins, this peel will lift the congestion and debris from the pores due to its ability to be oil soluble and therefore work on sebum efficiently, also reducing inflammation. Salicylic is a derivative of aspirin, so clients must be checked for aspirin allergy and this recorded on their record card.

Top tips for peels:

- The consultation should be thorough with realistic expectations that both the client and the Therapist agree are achievable. The client should also be made aware of the downtime associated with the peel and the commitment they will need to make with preparing the skin prior to the peel as well as the post treatment aftercare. Ensure you review their medical history to check they are suitable for treatment and a treatment consent form is signed
- Make sure an appropriate patch test is carried out
- Ensure your client uses an SPF 30 on a daily basis
- Review the client ideally two weeks after the peel to monitor the results
- Ensure all client records are completed on every visit, with comprehensive notes on treatment progression and client feedback. Make sure the medical history is reviewed on every visit.

Alpha Hydroxy Acids (AHA) are defined as:

- Glycolic acid
- Lactic acid
- Malic acid
- Citric acid
- Glycolic acid plus ammonium glycolate
- Alpha-hydroxyethanoic acid plus ammonium alpha-hydroxyethanoate
- Alpha-hydroxyoctanoic acid
- Hydroxycaproic acid
- Mixed fruit acid
- Tartaric acid
- Tri-alpha hydroxy fruit acids
- Triple fruit acid
- Sugar cane extract
- Alpha-hydroxy and botanical complex
- L-alpha hydroxy acid
- Glycomer in crosslinked fatty acids alpha nutrium (three AHAs).

Beta Hydroxy Acids (BHA) are defined as:

- Salicylic acid and related substances such as salicylate sodium
- Salicylate and willow extract
- Beta-hydroxybutanoic acid
- Tropic acid
- Triethocanic acid.

If you use a Glycolic preparation that is between the concentration of 10% - 50%, you will need an extension to your BABTAC policy, which requires an additional premium, alongside evidence of training. Depending on the product used, generally clients are required to have a patch test 1-2 weeks before a treatment. Ensure your consultation includes pre and post care, with client expectations recorded and managed appropriately. Clients need to sign a record card formalising that they understand the information given and will carry out the aftercare.



Endorsement referring to extended option: TCA peels

Skin peels are covered by an extended option to your normal BABTAC insurance policy for the following types of peels:

- Advanced Skin Peels of a concentration of 10-50%
- TCA and Modified Jessner Peels
- IMAGE peels from Skin Geeks Limited.

The following exclusions apply:

- Anyone who has not received a thorough consultation and been provided with the appropriate before and aftercare advice in a written format
- Anyone who has not received a patch test when it is recommended by the manufacturer
- Medical conditions that cause thinning of the skin or loss of sensitivity
- Anyone with open cuts or wounds, or allergies to Aspirin
- Anyone using Retinoic Acid or Retin A
- Pregnancy
- Anyone under the age of 16 years
- Skin cancer alleged to be caused by this therapy.

Electrical

Equipment maintenance

It is recommended that you regularly maintain your equipment and keep it in good order. Maintenance should match the requirements listed in the manufacturer's handbook. Manufacturer's training should have been undertaken by the Therapists operating the equipment.

Keep all maintenance records in a specifically allocated file. Annual PAT testing is a legal Health and Safety requirement for all electrical equipment.

Advanced electrolysis

An Electrologist should ensure the strictest levels of hygiene and health & safety. Excellent communication skills and a caring attitude are key elements of this highly skilled profession.

Electrolysis is now considered a treatment which is comfortable and at worst a 'mild discomfort' due to technology improvements in both electrolysis machinery and needles, coupled with the development of new modalities and techniques. A good Electrologist will have at their fingertips the ability to ensure the treatment is as comfortable as possible.

An Electrologist should monitor and read the clients body language during treatment and recognise when to adapt the treatment accordingly. Accurate insertions, correct needle choice and use of current are all imperative to obtain desired results whilst offering safe and comfortable electrolysis.

Good practice:

- A fresh sterilised chuck cap is used for each treatment
- A new pair of sterilised tweezers are used for each treatment
- A pair of gloves for each client; ensure that the gloves are a good fit
- Good magnification and lighting are essential for treating fine hairs as well as monitoring the skin reaction
- Clean uniform, hair tied back and no jewellery reduces the risk of cross infection whilst portraying a professional image
- A thorough consultation is necessary to design a treatment plan tailored to the client's needs. This is as important as the treatment itself. During the consultation the client is educated to enable them to have a good understanding of their treatment and prevent them from stimulating hair growth.

Hygiene & Sterilisation:

Autoclave

- Thoroughly wash all chuck caps and tweezers to remove any skin cells/tissue fluids or other debris. Gentle scrubbing is recommended ensuring all surfaces are reached. Use an antibacterial product or washing up liquid for this first step
- Thoroughly rinse and place in autoclave.

Sterilising Fluid

- Scrub tweezers and chuck caps and allow to dry
- Place in sanitisation bath with suitable product
- After required time as per the manufacturers' instructions, remove, rinse if necessary and use. Store in a closed container ready for use.

BABTAC cover the following conditions with their extended insurance option for advanced electrolysis:

Telangiectasia

Morgan/Haemangioma

Spider Naevus

Dermatosis Papulosa Nigra

Skin tags

Milia

Seborrhoeic Keratosis

Warts

Common warts

Plane warts

Verrucas

Hairs from moles (medical referral required)

Moles (medical referral required)

Xanthelasma

Syringoma

Age spots

Sebaceous cysts

Sebaceous Naevi

Sebaceous Hyperplasia

Molluscum contagiosum

Tuberous Sclerosis

Advanced electrolysis is covered by an extended option to your normal BABTAC insurance policy. The following exclusions apply:

Hair removed from moles without GP consent

The removal of moles; treatment is allowed to reduce moles with GP consent

Under the age of 16 years without parental consent.

Light therapies

For therapies such as Enlighten, Real Sunlight Therapy or any other related light therapies, care must be taken to ensure that clients who are sensitive to light are not treated. This can be established at consultation stage.



Endorsement referring to extended option: sunlight therapy

Clients unsuitable for the treatment include those with light induced epilepsy, light sensitivity, porphyria, skin tumours and skin cancer, hyper and hypo pigmentation, if taking photosensitive medication, or those that have recently received laser or other Light Therapy treatment in the area to which the light may be applied.



Laser & IPL

Laser and IPL treatments for hair removal, skin rejuvenation, pigment, red veins and fat reduction are proving to be one of the most popular advancements in our field; giving beauty Therapists a route to more technically advanced therapies and providing results beyond any of our expectations. 

It is our responsibility to ensure that treatments are not only effective but also safe; therefore it is paramount that you take charge of the consultation and treatment regime, manage client expectations and keep excellent records.

- To ensure the success of the treatment, the Therapist will need to correctly assign the skin type, give clear and definitive instructions about avoiding sun exposure, and obtain a complete medication and medical history
- If you are not sure if a medication may be contraindicated, your local hospital's pharmacy department will be able to advise you. Never treat pregnant women or those with either real or fake tans
- Ensure that the client's treatment expectations match yours! Show examples of the likely results and make sure the client has realistic expectations of the outcome of the treatment. Explain that multiple treatments will often be required
- Do not treat anybody unless they have given signed consent. The consent form should discuss possible side effects of treatment and state that results cannot be guaranteed. Ask the client to sign and date the consent form, countersign, and give the client a copy if requested
- Always carry out a patch test prior to treatment. If a new condition or area is to be treated on someone who has had prior treatments, a patch test must still be carried out in the new treatment area. Wait approximately one week, and if no skin reactions have occurred, proceed with treatment
- Always ask for feedback from the client as to how the treatment feels. If the treatment is excessively painful, immediately stop what you are doing and reassess your treatment parameters, cooling levels and skin reaction
- Details of the treatments performed should be accurately recorded in the client's record card. The entry should be signed and dated and should include details such as fluence, pulse duration, number of shots and skin reaction
- No matter how experienced you are with laser or light technology, always ensure you've had training from the manufacturer of the system you are using. Different systems often use very different treatment techniques and parameters.

BABTAC recommend that Therapists should undertake the Level 4 qualification that is now available, to ensure high standards within our profession; in depth knowledge will reduce the risks of insurance claims, therefore protecting you and your clients. For more information please contact info@babtac.com.



Laser or other Light Therapy machines

To make sure your BABTAC insurance is valid, you must ensure the following:

- Your machine has a CE Kitemark and four digit number and is therefore recognised by the British and European Standards, having passed rigorous testing to be used in the UK
- You have a certificate of training, specific to the machine you are using and have a copy of the training manual
- You have an NVQ Level 3 in beauty therapy or an Award in Facial Services with Facial Electrotherapy or you are a doctor or nurse.



Laser and Light Therapy treatments for the following categories are covered by extended options to your normal BABTAC insurance policy:

- Tattoo removal
- Skin Rejuvenation, Red Vein and Pigmentation
- Hair Removal up to skin type VI
- Laser Hair Restoration
- Laser Lipo.

The following exclusions apply:

- Light induced epilepsy, light sensitivity, porphyria, skin tumours and skin cancer and hypo pigmentation
- Pregnancy
- If taking photosensitive medication
- Under the age of 18 years - it is considered a medical treatment should anyone under 18 years need to have Laser or Light therapies and therefore not covered by this policy.

Sunbeds

A person with manufacturer's training should provide a consultation and advice on the safe use of UV tanning treatments to ensure client safety.

Safety information should be displayed in the area where the treatment is being carried out. Goggles should be worn whilst undergoing the treatment.

Sunbed tubes should be renewed within the specifications stated.

Special care must be taken to ensure the client does not exceed manufacturer's recommended treatment times.

Skin needling

Skin needling is a specialist treatment that assists the production of collagen and the absorption of active ingredients into the skin.

Here are some points to help guide the Therapist:

- It is vital to keep the treatment room as sterile as possible
- Always use fresh towels, swabs, gloves and saline
- Provide a thorough consultation before doing the treatment to rule out any possible contraindications as well as ensuring the client understands what to expect and the risks involved
- Topical anaesthesia should be applied according to manufacturer's instructions and completion of contra-indication checklist
- Brief the client on how to care for their skin post treatment
- Advise the client to pay special attention to washing hands before touching their face post treatment and to avoid polluted atmospheres, pets and dirty surfaces to help reduce the risk of infection
- Therapists will need a sharps bin to dispose of the instruments.



Skin needling is covered by an extended option to your normal BABTAC insurance policy for the following treatment procedures:

- Face and Body – Needle size maximum length of 1.5mm
- Face and Advanced Body - needle size maximum length roller of 1.5mm for the face and 3mm for body.

Using BABTAC approved products the following conditions apply:

Manufacturers' guidelines should be adhered to in order to meet a claim your policy requires and:

- A new unit is to be used for each new client and allocated to that client by a numbering system. Ensure units are irradiated before delivery by the supplier
- Items to be sanitised in accordance with manufacturers' instructions
- Ensure your client has a full consultation and advice on potential side effects and aftercare
- Client record cards to be updated and countersigned by the client.

Thermal Auricular Therapy

Thermal Auricular Therapy can be used to help alleviate sinus discomfort, headaches and ear wax.

When choosing a candle ensure that it has a shaped funnel to allow the chimney effect suction, and a burn time of between 8 and 10 mins. Candles fitted with a filtered end can help to comfortably fit into the ear canal and stay upright for the desired time; they also offer a filtration system that can allow the ear debris to be collected and then discarded after use.

Ear candles should be made from unbleached natural cotton and beeswax to maintain the shape and ensure a slow burn time; scented candles offer an aroma which is beneficial to counteract any burning smell that may occur in the treatment area.

Always use protective tissue around the face and hair to protect the client.

Slimming treatments

When carrying out any slimming treatment, it is essential to take baseline measurements of the client. The client should be weighed and accurately measured, recording the measurements in the client's record card. We advise measuring the client in centimetres as this gives a more accurate measurement.

It is excellent practice (where consent is given by the client) to take photographs to plot the progress of the treatments. When taking photographs, care should be taken to ensure that pictures are taken from the same view point and distance, to give consistency in the images obtained.

People commit to weight loss solutions in various degrees; body wraps offer quick results, which boost the confidence of the client allowing them to quickly see the change in their shape and reduction in the appearance of cellulite and fat. When clients are overweight, it gives them further incentive to engage in a healthy eating regime.



Special circumstances

Pregnancy

Nails

It is so important to understand that receiving nail services from a Nail Professional is highly unlikely to pose any health risk during pregnancy. Understanding salon safety and keeping an open relationship with a pregnant client is fundamental to the service you offer them. Nails really grow during pregnancy and many women enjoy a spell of fabulously strong hair and nails, so it's your job to help them make the most of it. 🍷

Massage

There are many benefits to receiving a massage during pregnancy. All of the wonderful health enhancing aspects of massage benefit the unborn child as well as the mother to be. It can also greatly reduce the added physical stress and fatigue associated with pregnancy, relieve the natural anxiety during this time, and help to prepare the mind and body for labour and childbirth. After birth massage will help the new mum regain strength and relieve post birth stress.

Although massage during pregnancy has been and still is practised in many cultures it is very important to follow some simple guidelines:

- Do not massage in the first trimester
- Do not massage if there is any morning sickness, decrease in foetal movement over a 24 hour period, vaginal bleeding or if client is on bed rest
- Only perform massage techniques that have been specifically designed for pregnancy massage
- Only use pregnancy safe products.

At the time the abdomen is starting to fill out, it is best to position the client securely on the couch supported by pillows and cushions in the left tilt position. The client should be on their back and tilted 15 – 20 degrees to the left with support under their right leg.

Waxing

Safe for heavily pregnant clients, just wax them in exactly the same way as any other client. Along the way, double-check that they are comfortable or if they feel the need to move, and ensure you always help them to sit up slowly.

Clients being treated for cancer

Complementary therapy treatments such as massage, reflexology and Reiki, are considered to provide significant well-being benefits to a client undergoing cancer treatment.

It is however generally accepted that any invasive beauty treatment should be avoided if the client has recently been diagnosed with cancer or is currently receiving chemotherapy or radiotherapy.

Once the required medical treatment has been completed, written consent from their GP or Oncologist must be obtained before embarking on any invasive beauty treatments.



Client management and complaints

Consultation

A good consultation should take up to 20 minutes and uncover a number of issues including:

- What their main and minor concerns are
- What they want you to achieve for them and how to manage expectations
- What their job is and what their average day involves
- Their diet, sleep patterns, stress levels, nicotine, caffeine and alcohol intake
- Current home skin care regime including likes and dislikes 🚫
- Time available for salon treatment
- Time available morning and evening for home care
- Any special event/date they want to achieve their goals by, for example a wedding or holiday
- Previous salon treatments and experiences
- Agreed treatment programme
- Details of any previous or current illnesses or disabilities.



It is recommended that general information about the pros and cons of treatment should be given verbally, and where possible in the form of guide leaflets before and after treatment. Record in the client notes that these have been given and, if relevant, that the client has read and understood them.

Retain notes for seven years. The more detail you keep on a client's treatment progress, the better your chance of a successful defence. For example, if a client were to suggest that a slimming treatment or a skin procedure wasn't effective and you had taken before and after photographs the evidence would be irrefutable.

Where any incident occurs that may lead to a claim being made you must notify Balens on 01684 893006. Any undue delay could affect your claim. You will need to provide them with full information, your version of events and the clients' record card.

Complaints

In the event of a complaint, it's really important that you handle it professionally and calmly.

- When a refund is requested contact Balens for disclaimer and instructions. Do not offer a refund straight away
- You must notify Balens at the time complaints happen and also notify on your renewal declaration forms subsequently that this has happened. It is a condition of these policies and a subsequent claim may be later declined due to non disclosure. If in doubt, notify!
- If you don't involve insurers and follow the procedures above, you run the risk of having your claims declined
- Buy yourself time by telling the client that you need to consider their comments further and will get back to them.

Steps for handling a customer complaint:

1. Demonstrate you are taking the client seriously.
2. Do not try and make the client be quiet.
3. Move the client to a quiet place for your discussion.
4. Listen actively, do not interrupt and allow the client to get it all off her/his chest, even if you disagree.
5. When they have completely finished talking, review what you believe they have said in the following way "Just to ensure I get all the facts clear, you are saying that... is that correct?"
6. Ask them what it is that they would like you to do and make a note of it.
7. Ensure whatever you agreed does happen.
8. If it is a major complaint, or you cannot resolve it, you may have to implement an escalation procedure and refer to your line manager. Do not make offers for refunds or free treatments - at this stage you must notify Balens, BABTAC's insurance broker on 01684 893006 who will provide guidance.

For Legal Advice insurance cover including:

- Legal, tax and counselling helplines
- Defence against criminal allegations
- Tax investigation cover
- Jury service compensation

Why not purchase the DAS insurance policy from BABTAC for a small additional charge.

Call our help line on 0845 250 7277.

Moving on

The Data Protection Act says you should only keep records for as long as necessary.

We recommend keeping records for a minimum of seven years. This applies even when you have referred the client on, or you have left the salon where you administered the treatment. Your client's case notes and records are your property and you must retain them even if you move to another salon. If, as a Therapist or Supervisor, you oversee a student's work under your professional practitioner insurance, the client's records are yours. Although a client can by written application seek access to notes, they have no legal rights of ownership. However, if a client requests a copy of their notes, you must follow the procedure laid out in the Data Protection Act 1998 and keep a record of this on the file. It is important that you know where your records are at any time in order to fulfill the requirements of your insurance to defend an allegation against you.

On selling or otherwise transferring your salon, you may pass on the original records if (a) the new owner will be subject to the same or similar rules to those referring to case notes above and (b) the client is informed in writing in advance of the transfer and given the opportunity to object, in which event you must retain the original records.



Some common insurance questions

Q. What about people's personal items?

A. It is recommended that any items (Customers Goods in Trust) left in trust should be put in a separate bag and labelled with the client's name and signed for - this will help disputes if things are alleged to have gone missing.

Q. Where am I covered to practise?

A. Anywhere in the UK whether in a salon, your home, or at the client's home. Temporary trips abroad will be covered worldwide excluding USA and Canada. Your policy does not cover you if you move abroad.

Q. What am I covered for?

A. The defence of an allegation of negligence, whether you were negligent or not. The policy includes the following comprehensive range of protection:

Professional indemnity (cover where the claim involves financial losses), treatment risk, breach of confidentiality, libel and slander and loss of reputation following an allegation of negligence

Public and products liability

Additional optional cover is required for your contents, home, salon or other business employer's liability, accident, illness income protection and business running costs protection insurance.

Q. What am I covered to do?

A. Any treatment or procedure for which you have paid a premium and for which you are qualified. The treatments will be specified on your certificate. If you require cover and it is not listed, please contact the BABTAC office. There are certain procedures that are not within the scope of this scheme and it is possible that we may be able to work with our broker Balens, to provide specialist cover.

Q. What types of equipment am I covered to work with?

A. You are covered for types of treatment rather than specific types of equipment. As long as the equipment has satisfied UK safety requirements and regulation and is helping you to perform standard procedures you were qualified to do, there is no need to notify each time you buy new equipment, unless it is doing treatments not listed, or for which you have no qualification. You must be trained and deemed competent by the equipment supplier if it is a specialist procedure or new technique.

Training at BABTAC HQ

If you're looking to upskill yourself or members of your team, we are offering a variety of courses at BABTAC HQ. For more information on dates, prices and how to book please visit babtac.com

Intimate waxing for males and females

One day course for each discipline

Boost your income and advance your waxing techniques with the latest trends in male and female intimate waxing. Learn the art of professional specialised waxing techniques to provide the choice of designs for your clientele, using hot and warm waxing methods.

Thermal Auricular Therapy

One day course

Thermal auricular therapy is used to aid relaxation and relieve symptoms of ear, nose & throat conditions. The hollow candles, when lit, create a light chimney effect which acts as a vacuum, massaging the ear drum and ear canal through vibration and warmth.

The drawing effect helps to lift out wax and impurities in the outer ear canal; clearing the ear, sinuses and nose, helping to balance the pressure in the ears and sinuses. The treatment is further enhanced by a facial massage designed to improve circulation and lymphatic drainage.

Diploma in Salon Management

Six day course (1 day a month over six months)

This course prepares you for the demands of management roles within the hair and beauty sector. The course focuses on marketing strategies, improving public relations and maximising the opportunities that good public relations can have on business growth.

Identification of general salon management skills, knowledge and practical elements needed to fulfil the industry and legislation requirements to ensure the necessary health, safety and security procedures are recognised.

Preparing to teach in the Lifelong Learning Sector

One day course and an observed micro teaching session

PTLLS as the qualification is more commonly referred to, provides a sound introduction to teaching or training and is an ideal route for experienced practitioners wishing to gain formal professionally recognised teaching qualifications.

Indian Head Massage

Three day course

The treatment combines massage techniques which not only stimulate the function of the skin and muscle tissue of the upper trunk head and neck but also increases the effectiveness of the function of the circulatory & lymphatic system.

These physical benefits are enhanced by the cosmetic effects of the different traditional Indian oils used according to the season and individual client needs.

Airbrush Make-Up for the Face

One day course

This course guides you through hints and tips of application, troubleshooting, the pro's and con's of working with water and silicone based airbrushing products and the interaction with more traditional make-up product methods.

Retail Sales

Two day course

This course is designed to develop your understanding of retail to boost your retail sales and commission as a Therapist.

Advanced Epilation

Two day course

Advanced electrolysis provides the practical skills and knowledge to effectively treat telangiectasia, spider naevi, cherry angioma, skin tags and milia using epilation methods.

The course gives guidance on the recognition of both benign and malignant skin conditions, how to recognise treatable conditions and effectively plan treatment, specific to the clients individual needs.

Micro-dermabrasion

Two day course

Micro-dermabrasion is a non-surgical method of skin rejuvenation by means of mechanical skin exfoliation. The application of micro-dermabrasion treatments aids in scar and fine line reduction, improves overall skin condition and reduces sun damage and the associated hyper-pigmentation. The reduction in keratinised sebaceous blockages helps in the control of acne blemish prone skin.

The course covers the benefits and application methods of microdermabrasion, and how the procedures can be combined with other treatments to help achieve the desired results for individual client needs.

Assessors Award

One day course, additional study and an observed assessment session

The CIBTAC Level 3 Award in Assessing Competence in the Work Environment is intended for assessors who assess competence in an individual's work environment.

This qualification is approved by Lifelong Learning UK, a division of the Learning and Skills Improvement Service (LSIS).



Contributions

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Tracey Simpson, Natural Enhancement
www.naturalenhancement.co.uk

Kim Lawless, The Wax Queen
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Andy Rouillard, Axiom Men's Grooming
www.axiombodyworks.co.uk

Fake Bake www.fakebake.co.uk

Lava Shells www.sharedbeautysecrets.com

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The small print

BABTAC lines are open Monday to Thursday 8.00am – 6.00pm and Friday 8.00am – 5.00pm.

Calls charged at local rate from a landline.

Calls from mobiles may be more; please check with your service provider.

You only benefit from BABTAC insurance while you are a Full, Mobile, Salon or Student Member.



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YEARS IN 2012

babtac.com

Addendum to the BABTAC Good Practice Guide (GPG)

(To be read in conjunction with the GPG)

Contact details

As of the 26th October 2015 due to an FCA ruling all 0845 numbers have been discontinued (presently appearing on the front cover, page 11, page 18 and back cover) and have now been replaced by 01452 623 110.

Page 1

Student Level 2 Member – is now known as a Student Upgrade and the preferential rate given to BABTAC Student Members upgrading to full membership is £66.

Page 2

Insurance Exclusions – “*Treatments performed by anyone*” should read “*Treatments performed on anyone under the age of 15*”.

Page 3

The Patch Test list needs to now include Hairdressing.

Page 12

Medium Strength Peels and Endorsement box - TCA Peels are no longer an insurable product on your policy.

Page 18

Clients being treated for cancer - Written consent from a doctor is required for any invasive treatment until the client has been given the all clear after 5 years.

Page 20

Training at BABTAC HQ is presently not available.

Page 21

BABTAC lines are open Monday to Friday from 09:00 – 17:00.

Should you have any queries or require further details please do not hesitate to contact our Membership Team on 01452 623 110.