

SALON GUIDELINES

COVID-19

Our Commitment

We will provide you with a **safe environment** that complies with guidelines issued by Government and our local authority.

1 OUR SALON

- We have undertaken a thorough review of our salon and services
- We have rearranged the salon space to adhere to social distancing guidelines
- Every surface will be cleaned regularly and wiped with the appropriate sanitiser between each appointment
- All items of equipment will be disinfected **before** and **after** every service
- CLEAN gowns and towels will be used at **all times**
- We will ensure adequate ventilation throughout the salon with doors and windows open where possible
- We will, if required, extend opening hours and divide our teams into shifts whilst ensuring we retain social distancing

2 OUR TEAM

- All team members are trained to care for our customers in a **safe, hygienic** and **professional** manner
- We have agreed **social distancing** for our team in communal staff areas
- Staff have been briefed to **not attend the salon** if they have a **temperature**, or are feeling **unwell** or if **any person in their household is unwell or is self-isolating**

3 OUR PROFESSIONAL SERVICES

- We have reviewed our service menu and **removed** any that we feel will be unsafe at this time
- Our team will wear **gloves, masks** and **aprons** on the salon floor and all team members will wash their hands **before** and **after** every client interaction
- New clients will have a **virtual** consultation to assess their service needs and ensure the right appointment time is allocated
- In-salon consultations will be done at the styling station and via the mirror to minimise face-to-face interaction

4 CLIENT ARRIVAL AND RECEPTION

- **We will not be accepting walk-ins, you must pre-book**
- We will stagger customer appointment times
- We will greet you warmly but without a handshake or a hug
- Hand sanitiser **must** be used on entry to the salon
- Clients **must minimise** what they bring as you will be asked to keep all belongings with you
- We ask that clients attend their appointments **alone**
- A screen will be installed at reception
- We ask that you pay using card or cashless means where possible
- You will be escorted to your stylists' section ASAP to avoid congestion in the waiting area
- Waiting areas will be arranged to adhere to social distancing

5 WE ASK YOU, OUR CUSTOMERS TO

- Arrive at the time agreed to maximise social distancing
- **Arrive with clean hair**
- To **wear the face mask** as you enter the salon
- To **wash your hands** or use hand sanitisers before and after each service
- We will **not** be serving refreshments
- We will **not** have magazines in the salon
- To contact us and re-arrange your appointment, at no additional cost, if you have a **temperature**, or are **feeling unwell**; or if **any person in your household is unwell or is self-isolating**
- **Do not come to the salon if you or anyone you live with is unwell or self-isolating**
- We are happy to discuss any of your individual concerns, please feel free to call the salon or speak with a member of the team
- *We reserve the right to amend or adjust these guidelines based on government policy and new research to protect the safety of all our staff and clients*