



SALON GUIDELINES

COVID 19

OUR COMMITMENTS

We will provide you with a **safe environment** that complies with guidance issued by government and our

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
- ✓ A laundered gown and towels will be used for each client
- ✓ 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, outside when possible. Staff have been briefed **not to attend the salon** if they have a **temperature**, or are feeling **unwell** or if **any person in their household is self-isolating**

3 OUR PROFESSIONAL SERVICES

- ✓ We have reviewed our services and **removed** any we feel will be unsafe at this time
- ✓ Our team will wear the appropriate and required PPE, according to the service they are conducting and in compliance with guidelines. PPE will be replaced in compliance with Government guidelines
- ✓ New clients will have a **virtual** consultation to assess clients services needs, where applicable
- ✓ In salon consultations will be done at the styling station, 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 to minimise "crossing over"
- ✓ We will greet you warmly but without a handshake or a hug, to minimise transmission
- ✓ Hand sanitiser **must** be used on entry to the salon to maintain a good level of hygiene
- ✓ Clients **must minimise** what they bring as you be asked to keep all belongings with you
- ✓ We ask that clients attend their appointments **alone**
- ✓ We ask that you pay using card or cashless means where possible
- ✓ Payments will be taken at the hair station
- ✓ Waiting areas will be arranged to adhere to social distancing

5 WE ASK YOU, OUR CUSTOMERS TO

- ✓ To contact us and re-arrange your appointment, at no extra cost, if you have a **temperature**, or are **feeling unwell**; or if **any person in your household is unwell or is self isolating**
- ✓ We will **not** be serving refreshments
- ✓ We will **not** have magazines in the salon
- ✓ Arrive at the agreed time to maximise social distancing
- ✓ To **wear a mask**, if you **do not have a mask**, we can provide one for you, which can be surcharged if applicable
- ✓ Arrive with clean hair
- ✓ To **wash your hands** or **use hand sanitiser** before and after each service
- ✓ If you have been identified as a "clinically vulnerable or ""extremely clinically vulnerable" person, please notify us at the time of booking.

- ✓ 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

X DO NOT COME TO THE SALON IF YOU OR ANYONE YOU LIVE WITH IS UNWELL OR SELF ISOLATING

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