

## 1 OUR SALON

- ✓ We have undertaken a thorough clean & 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
- ✓ Disposable gowns and towels will be used at all times
- ✓ We will ensure adequate ventilation throughout the salon with doors and windows open where possible.

## 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 with our team in communal 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 services that we feel will be unsafe at this time
- ✓ Our team will wear visors and aprons on the salon floor and all team members will wash their hands before and after every client interaction
- ✓ PPE will be replaced after every client
- ✓ 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, so where possible do not bring coats and shopping bags into the salon.
- ✓ We ask that clients attend their appointments alone
- ✓ 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 not be in use.

#### 5 WE ASK YOU, OUR CUSTOMERS TO

- ✓ Arrive at the time agreed to maximise social distancing
- ✓ To come straight from home where possible

- ✓ To wear a **face mask** on entering the salon
- ✓ To wash your hands before you leave home and use our **hand sanitiser on entering the salon**
- ✓ 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