



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
- ✓ 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
- ✓ 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
- ✓ PPE will be replaced after **every** client
- ✓ 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 provided** by us 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