

THE HAIRDRESSERS

YOUR CLIENT JOURNEY

- Please tell us at your time of booking or arrival in the salon if you have had any of the following:
- **A new continuous cough?**
- **A high temperature?**
- **A loss or change in your taste or smell?**

If you have answered yes to any of the above you will be asked to stay at home and re-schedule your appointment.

- Upon entry to the salon you **MUST** use the Hand Sanitizer provided.
- Please ensure that you arrive at the time of your scheduled appointment (**i.e not too early or late**)
- You will be asked to handle **your own** coat/bag and not to hand it to a member of staff.
- Please be aware that there will **no longer** be magazine to read.
- Please be aware that we will **no longer be allowed** to serve hot drinks. We **are allowed** to serve water within a disposable cup.
- Please be aware that you will **not be allowed** to bring and consume any food & drink into the salon from outside.
- It is not essential however, we kindly ask whenever possible, that you wear your own **face mask** or one that we will provide you with during your service. You may also use the hand held face visors that are provided if this feels more comfortable.
- **You must** attend your appointment on your own. If you bring someone with you then they will not be allowed to wait for you in the salon.
- If the salon is busy when you arrive for your service then you **may be asked to wait outside** until we are ready for you to enter safely.
- If you need to **blow your noise or cough or sneeze** then please do so into a tissue (or your arm) and discard this in the bins that have been provided for you.
- If you are bringing a child for an appointment then they must be supervised at all times. They are not allowed to move freely around the salon on their own as a respect of social distancing guidelines. We ask that only **1 parent** at a time accompanies any child for their appointment
- Please use the **Hand Sanitisers** that have been provided for you on the Stylist stations and at various other points within the salon.
- Please feel free to use the **Face Shields** that have been provided for you if you feel the need to do so during your shampoo service.
- Please be respectful of other staff and clients within the salon and try to adhere to **social distancing** measures as much as possible.
- Please **do not touch** any retail products that are displayed. If you wish to purchase a product then a member of staff will do this for you.
- You should be prepared to remove your face covering if asked to do so by **police officers and staff** for the purpose of identification.

If you do not wish to comply with this client journey during your visit with us then we have the right to refuse to carry out your service.