

Our Commitment

We will provide you with a safe environment that complies with guidelines issued by the Government and local authorities

OUR SALON

- We have undertaken a thorough review of our salon and services
- We have arranged 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 will be used at all times and any material gowns will be washed after each client use
- We will ensure adequate ventilation throughout the salon with doors and windows open where possible

OUR TEAM

- All team member are trained to care for our customers in a **safe, hygienic** and **professional** manner
- Team members will be washing their hands thoroughly between clients and appointments
- 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**

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 **Face Visors** 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

CLIENT ARRIVAL AND RECEPTION

- We will **not** be accepting walk-ins, you must pre-book
- We will stagger customer appointment times where possible
- We will greet you warmly but without a hand shake or a hug
- Hand sanitiser **must** be used on the 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 has been installed at reception
- You will be escorted to your stylists section ASAP to avoid congestion in the waiting area
- Our waiting area has been arranged to adhere to social distancing

WE ASK YOU, OUR CUSTOMER TO

- Arrive at the time agreed to maximise social distancing
- To **wear the face mask provided** by us as you enter the salon unless you already have one
- To use hand sanitisers before and after your service
- Please place any used paper towels and tissues straight in the bin after use. Sanitise or wash your hands after coughing or sneezing
- 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 ask you not to touch any of our retail products unless you are definitely purchasing them