

The Hairshop

we care about hair

Covid 19 Salon Policy

Dear Client,

To put your mind at ease, we want to let you know about the new measures we are putting in place to protect everyone from Covid 19.

Don't worry, we may be looking a little different but we are the same stylists who will be working hard to ensure you have a wonderful and safe experience with us. Please take your time to read through this, if you have any concerns then don't hesitate to get in touch. We are all looking forward to seeing you soon.

SYMPTOMS

- If you develop Covid 19 symptoms prior to your appointment, please let us know and we will reschedule your appointment for two weeks after symptoms started.
- If you become unwell after your appointment please let us know so we can put the correct measures in place.

BOOKING AN APPOINTMENT

- All appointments must be made over the phone. When we are busy the answer phone will be available to leave messages and we will call you back.
- No member of the public will be allowed to enter the premises without a booking.
- You will be asked to wait outside the salon if you are early for your appointment, so please arrive on time.
- Not all members of staff will be in at the same time to ensure social distancing.
- We will be operating a 'one in one out' for each stylist, so no overlapping will take place between clients.
- Please ensure you socially distance whilst in the salon or waiting outside.
- At the moment we will only be offering wash & cuts and colours.
- We can't offer blowdries or dry cuts at the moment, but we can offer you lots of advice on how to care for your hair at home.

ON ENTERING THE SALON

- Please do not enter the salon until you are greeted.
- You must come alone to your appointment.
- We will ask you to sanitize your hands on entering the salon and to wear a mask (if you forget we have them for you to purchase).
- Please do not enter the salon wearing gloves.
- We may ask to take your temperature, please don't be offended and be reassured that all staff we be required to do this daily.
- Bring minimal personal belongings with you, these will have to stay with you.
- Unfortunatley we won't be able to offer any refreshments or magazines.
- Toilet facilities are not avaiable at this moment in time.

The Hairshop

we care about hair

PAYMENTS AND CHARGES

- We will still be accepting cash, but please bring the correct amount.
- Card payments will be accepted.
- There will be a service charge of £5 to cover the costs incurred in implementing the government guidelines, including PPE. As soon as restrictions are lifted we will remove this charge.
- Due to Covid 19, there will be a slight price increase for each client, this will be discussed with you by your stylist before your treatment.

STAFF AND CLEANING PROCEDURES

- After each client we will be allowing 15 minutes to sanitize the work area and equipment thoroughly.
- Clean equipment is always used for each client, this includes towel, gowns, combs...
- Staff will change all PPE after each client.
- All hand sanitizers will be provided.
- The salon will be deep cleaned at the end of each day.
- All staff understand and will adhere to the procedures we have in place.

IF YOU HAVE ANY QUESTIONS ABOUT THIS POLICY THEN PLEASE GET IN TOUCH
BEFORE YOUR APPOINTMENT. OTHERWISE PLEASE CONFIRM YOU HAVE READ THIS
AND ARE HAPPY TO CONFORM TO OUR COVID 19 POLICY TO ENSURE EVERYONE'S
SAFETY

Thank You
Lianne & The Team xx