

## TO OUR CLIENTS:

We have put several additional safety/disinfection measures in place at our salon to ensure a safe and efficient appointment for you. We ask for extra patience during this time as we do everything we can to accommodate as many guests as possible and maintain the high-level of customer service that we are known for.

Additional time will be required to implement these upgraded sanitation measures. We have done everything we can to ensure that we provide enough time for each appointment, but ask for patience from you as this is new to us also! Please read below for details. **We cannot wait to see you!**

## APPOINTMENT GUIDELINES:

*Due to COVID-19, we have put new guidelines in place for your upcoming appointments with us.*

- *For the safety of all guests, we request that you **DO NOT** bring children or other guests with you to your appointments unless they are also receiving services. If you are bringing another guest with you who IS receiving services, we ask that neither of you stay past the duration of your personal appointment, if possible.*
- *Please reschedule your appointment if you or **ANY** member of your household has had a fever within the last 24 hours. If a client comes in sick, we will be asking that client to reschedule the appointment until a later, safer date.*
- *If you or **ANY** person you have come in contact with has had Coronavirus, please reschedule your appointment until **AFTER** your 14-day quarantine is complete.*
- *We will have a few, disinfected masks available for client use. If you have your own mask and are comfortable with wearing it, we ask that you bring that with you to your appointment. If you choose to wear your own mask, you acknowledge that you may get color on your mask and that the salon is **NOT** responsible for this.*
- *Due to the close proximity required to render services in our industry, our staff will also be required to stay home if they have exhibited symptoms of illness or been exposed to someone with Coronavirus. We ask for your patience in rescheduling clients due to such occurrences as our goal is to make sure that your visit with us is as safe as possible.*

## WHEN YOU ARRIVE:

- *We are asking all of our guests to **REMAIN IN THEIR CARS** until you receive a text saying that we are ready for you to come in for your appointment.*
- *Before you enter the salon, someone will greet you at the door and **TAKE YOUR TEMPERATURE**. If your temperature is 99 degrees or higher, we will ask that you reschedule your appointment.*
- *We are asking our clients to sign a **WAIVER** stating that they can answered "no" to the following questions:*
  - 1) *Have you had a cough?*
  - 2) *Have you had a fever?*
  - 3) *Have you been around anyone exhibiting these symptoms within the past 14 days?*
  - 4) *Are you living with anyone who is sick or quarantined?*

## EXTENDED SAFETY MEASURES:

- We will be taking the temperatures of all staff at the beginning of the shift. If any staff member has a temperature of 99 degrees or higher, they will be sent home.
- We have moved our stations to accommodate a 6ft distance between them to protect all of our guests.
- We will be sanitizing all tools, stations, chairs, shampoo bowls, dryers or any other contact surfaces with an EPA and State-board approved sanitizer.
- During your shampoo, State Board is requiring that we place a towel over your **MASK-COVERED** face (covering your eyes, nose and mouth). This will protect both our guests and salon team while providing the portions of our services that require the closest proximity.
- We are asking our guests to only bring in the **BARE MINIMUM** of personal belongings to their appointment. Please leave large bags, purses, etc. in your car and bring in only the items you will need.
- As always, we will be providing our clients with a freshly-laundered cape during their service. In addition, our service providers will be required to change their protective outerwear upon servicing each new client.
- As always, all towels, smocks and capes will be laundered/sanitized after each use.
- We will be disinfecting all solid surfaces including door handles, computers, phones, iPads, credit card reader etc. consistently throughout the day each time they are used.
- You may notice modifications to our retail area. We have removed all back-stock of product. We have left one of each product for clients to view our inventory options. If you would like to purchase any product, please ask a team member and we will be happy to grab that for you out of our **DISINFECTED INVENTORY**.
- We are requesting that clients **DO NOT** bring cash/checks as a form of payment to their appointment at this time. We will be instructing our clients on how to complete their credit card transaction in a touch-free manner.
- We will provide a visual for clients who are at our front desk of 6ft spacing. We have placed **SOCIAL-DISTANCING SYMBOLS** signifying where clients should stand.
- While we can't wait for a time where we can hug your neck or shake your hand again, we will be refraining from any unnecessary **PHYSICAL CONTACT**.
- Our team has been provided with additional training on disinfection and sanitation practices suited to reduce exposure and maintain overall safety regarding COVID-19 during your visit in our salon.
- We are asking that all of our guests arrive at their appointments with **CLEAN, DRY HAIR**.
- Our intention is to **REDUCE CLIENT MOVEMENT** throughout the salon as much as possible. Because of this, clients will now remain in their designated salon chair during any processing times. We will also be bringing dryers to the salon chairs, when necessary to avoid close client contact with one another.

We want you to know how much we value and appreciate each of you. Thank you for choosing our salon and for the love and support you constantly show us. As we navigate this uncharted territory together and restructure our business to meet current requirements, we want you to know that your safety and satisfaction is always our first priority. If you have any questions, please give us a call at (xxx) xxx-xxxx. We look forward to seeing you soon!