

Our Commitment

We will provide you with a **SAFE ENVIRONMENT** that complies with guidelines issued by Government and our local authority.

✘ **Do not come to the salon if you or anyone you live with is unwell or self-isolating.**

1. OUR SALON/ACADEMY

- ✓ 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 sanitizer between each appointment.
- ✓ All items of equipment will be disinfected and sterilized **before** and **after** every service.
- ✓ Disposable 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

- ✓ 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.
- ✓ Where possible, clients should **bring and wear their own masks**.
- ✓ 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.
- ✓ all students will be provided with PPE for training only but are advised to bring their own masks prior to entering the salon.

4. CLIENT AND STUDENT ARRIVAL

- ✓ We will **not** be accepting walk-ins, you must pre-book.
- ✓ We will greet you warmly but without a handshake or a hug.
- ✓ Hand sanitizers **must** be used on entry to the salon allocated.
- ✓ Clients **must minimize** what they bring as you will be asked to keep all belongings with you.
- ✓ We ask that clients attend their appointments **alone**.
- ✓ You will be collected by your therapist or student to avoid congestion in waiting area.
- ✓ Each client will be asked to complete a COVID-19 form prior to service.
- ✓ Waiting areas will be arranged to adhere to social distancing.
- ✓ If the waiting area is full, we will request clients to wait outside.

5. WE ASK OUR CUSTOMERS/STUDENTS TO

- ✓ Arrive at the time agreed to maximize social distancing.
- ✓ To **wear the face masks** as you enter the salon.
- ✓ To **wash your hands** or use hand sanitizers before and after each service.
- ✓ We will **not** be serving refreshments other than water.
- ✓ You may bring your own food, but this must be left in your own bags and **not** in our fridge.
- ✓ 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**.
- ✓ We are happy to discuss any of your individual concerns, please feel free to call the salon or speak with a member of the salon.

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.