



## COVID-19 Salon Guidelines

**Our commitment** – we will provide you with a safe environment that complies with guidelines issued by the government and our local authority.

### Client arrival and reception

- Please do not try to enter the salon, our front door will be locked. Please ring the doorbell and a therapist will let you in at your time of appointment.
- We will not be accepting walk-in appointments, you must pre-book. If you arrive as a walk-in, please do not enter, call the phone number on the door.
- We will stagger customer appointment times.
- We will greet you warmly, but without a handshake or a hug.
- Hand sanitiser must be used on entry to the salon.
- Customers must minimise what they bring as you will be asked to keep all belongings with you, and phones in your bag/pocket at all times.
- We ask that clients attend their appointment alone.
- A screen will be installed at reception.
- You will be escorted to your treatment room, ASAP to avoid congestion in the waiting area.
- Waiting areas will be arranged to adhere to social distancing.
- We will be conducting temperature checks on all clients and staff.
- All clients must answer a COVID-19 health questionnaire.

### We ask you, our clients, to:

- Arrive at the time agreed, to maximise social distancing.
- **Arrive wearing a face mask**, or one can be purchased from us.
- Contact us, and rearrange your appointment at no additional cost, if you are experiencing any COVID-19 symptoms; or if any person in your household is. Please **DO NOT** come to the salon.
- **DO NOT** touch the door handles or light switches in the salon, if not necessary.

### Our salon

- Every surface will be cleaned with the appropriate sanitiser between each appointment.
- All items of equipment will be disinfected/sanitised before and after every treatment.
- Fresh / disposable towels will be used at all times.
- We will, if required, extend opening hours and divide our team into shifts, whilst ensuring we retain social distancing.
- We will not be serving refreshments.
- We will not have magazines in the salon.
- We will no longer provide sunbed goggles. Goggles / disposables can be purchased from us for your use.

### 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 are experiencing any COVID-19 symptoms, or if any person in their household is self-isolating.

### Our profession services

- We have reviewed our treatment menu and removed any that we feel will be unsafe at this time
- Our team will wear appropriate PPE and which will be replaced after each client.
- All team members will wash their hands before and after every client.
- We shall be keeping a record of every person entering the salon and their contact details for track and trace.
- New clients will have a virtual consultation to assess their service needs and ensure the correct appointment time is allocated.
- Our prices have been slightly increased due to our annual price review in April plus addition COVID costs

We are happy to discuss any of your individual concerns, please feel free to call the salon or speak to a member of staff. We reserve the right to amend or adjust these guidelines based on government policy, and new research, to protect the safety of all of our clients and staff.

