

Our Guidelines

The Salon

We have undertaken a thorough review of the salon and our services.

We have rearranged the salon space to adhere to social distancing guidelines. Social distancing measures **apply at all times**, we will use signage and floor markers to advise you.

We will have undertaken a deep clean of the salon and all of its contents.

All **surfaces** and **equipment** will be cleaned after every use with the appropriate **disinfectant** before and after each appointment.

Gowns and towels will be **single use** and **washed** accordingly.

The salon shall be **ventilated throughout** with windows and doors open where possible.

Our Team and Professional Services

All team members have updated their **Health and Hygiene standards** and are **certified** with understanding the **proper sanitation and disinfection** procedures relating to the COVID-19 virus.

The team 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 self-isolating**. (this may cause appointments to be rescheduled)

We have **reviewed** our services menu and removed any that we feel are **unsafe** at this time.

One team member will serve/interact with each client on a one to one. **Except** where clients have a **colour** with Holly and cut and finish with Emma.

Our team **will wear** all that are necessary for different services, which include **face mask, gloves, visor and apron** on the salon floor, as well as washing their hands and using hand sanitiser **before and after** every client interaction.

PPE will be replaced after every client and where appropriate.

We have **removed** magazines and tea/coffee gratuities (Tap water is available if required in a disposable cup) or you may bring your own refreshments.

Our Clients Arrival, Reception and Appointments

We ask that you **Pre-book** appointments. But **Do not come** to the salon if you are **unwell** or if **any person in your household is self-isolating**. **Contact us** and we can **re-arrange**.

Do not come to the salon to make an appointment. **Please phone or Book online**. Walk-ins will **not be accepted**.

We have **altered our appointment times**, to help **stagger** arrival and departure and to **factor** in proper cleaning between appointments. This has resulted in less appointment time availability.

So to start with, we have **extended our hours and days** (some staff) to create extra appointments due to time lost with cleaning and trying to accommodate as much time to fit you all in, where feasible. These hours **will change** in the future.

Hand sanitiser is available on arrival and to be used before entering.

Please minimise what belongings you bring with you and keep them with you at all time. Coats/jackets can be put in reception on the hooks **please use the disposable cover provided**.

We ask that you **arrive alone for your appointment** (except where help is required, or parent and child)

We ask you pay by Card payment or Fresha pay where possible or the exact cash amount.

When you arrive at the reception area, we ask that you **wait** there to be attended to by your stylist.

Please arrive at the **agreed appointment time**, no earlier to maximise social distancing (**late arrival means no appointment unfortunately**)

Please **arrive with clean hair**, although your hair will be washed at the salon (no dry cuts on adults or children)

All clients will need to bring and wear a face mask (masks are available)

Salon Economics

Due to new salon **capacity restrictions**, we are unable to fulfil our usual number of appointments (new hygiene measures, PPE equipment also stock increase prices) this will have a negative financial implication on the business.

As a result of this, there will be a **small price increase**.

