

# OUR NEW NORMAL

**Our commitment to provide our clients and staff a safe environment that complies with guidelines issued by the Government and the Public Health Authority.**

## **OUR SALON**

- 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 with the appropriate sanitiser and between each appointment
- All items of equipment will be disinfected before and after every service
- Disposable gowns and towels will be used at all times
- We will extend opening hours and divide our teams into shifts to ensure social distancing is possible at all times

## **OUR TEAM**

- All team members are trained to care for our customers in a safe, hygienic and professional manner.
- We will continue to practice social distancing in communal staff areas
- Our team have been instructed to not attend the salon if they have a temperature or are feeling unwell or if any person in their household is unwell or social distancing

## **OUR PROFESSIONAL SERVICES**

- We have reviewed our service menu and removed any that we feel will be unsafe at this time
- 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
- PPE will be replaced after every client appointment
- All clients will have a virtual consultation to assess their service needs and ensure the right appointment time is allocated
- In-salon consultations will be done at the workstation and via the mirror whenever possible to minimise face to face interaction

## **CLIENT ARRIVAL AND RECEPTION**

- Walk in appointments will be unavailable for the foreseeable future
- We will stagger appointment times to avoid any congestion
- Hand sanitiser must be used on entry to the salon
- Clients must minimise what you bring with you to the salon to prevent contamination
- We ask that clients attend appointments alone unless personal circumstances require someone else in attendance. Please discuss this matter with your stylist prior to your appointment
- We ask that clients pay by card or other cashless means
- On arrival you will be escorted directly to your stylist's workstation

## **WE ASK ALL OUR CLIENTS TO**

- Arrive at the time agreed to prevent congestion and to assist with social distancing
- Wear the disposable face mask provided by us on your arrival
- Wash your hands and use the hand sanitiser provided before and after each service
- Bring your own refreshments as drinks will not be provided at this time To bring your own magazines if required.
- Contact the salon do discuss any of your individual concerns

**PLEASE DO NOT COME TO THE SALON IF YOU OR ANYONE YOU LIVE WITH IS UNWELL OR SELF ISOLATING. PLEASE CONTACT US IF YOU NEED TO REARRANGE YOUR APPOINTMENT.**

# WE ASK OUR CLIENTS TO...



## Arrive on time

Arrive at the time agreed to prevent congestion and to assist with social distancing. If you arrive early please wait outside until your agreed time. Arriving late will mean that you may not receive the service you have booked in for.



## Practice good hand hygiene

Wash your hands and use the hand sanitiser provided before and after each service.



## No refreshments

We will be unable to offer refreshments or magazines at this time. You may bring your own refreshments if you like.



## We supply PPE

Disposable gowns, towels and masks are provided for each client. You may bring your own mask if you prefer.



## Be a Good Human

PLEASE DO NOT COME TO THE SALON IF YOU OR ANYONE YOU LIVE WITH IS UNWELL OR SELF ISOLATING, OR IF YOU HAVE KNOWINGLY COME INTO CONTACT WITH ANYONE SHOWING COVID-19 SYMPTOMS.

PLEASE CONTACT US IF YOU NEED TO REARRANGE YOUR APPOINTMENT.

