



MANDATORY GUIDELINES & PROTOCOL

To Our Valued Guests,

We are delighted to have been back in the salon as of May 31st. We are so happy to see you and have missed you as much as you missed us! We want to thank you for your patience and loyalty, and to those of you that could not wait, we'll fix it. We all know that COVID-19 is rapidly changing and so are the rules. Here is what we will be doing to ensure your safety and the safety of our staff:

IMPORTANT. We have installed the GPS needlepoint bi-polar Ionization system to HVAC system. This system neutralizes COVID-19 (SARS CoV-2) and renders the virus 99.4% inactive within 30 min. throughout the salon in the air and on surfaces! We chose to install this system because the safety of our staff and guests is our first priority.

- **Please come to your appointment alone.** No additional guests or children.
- **You will be asked to wait outside until a member of our team calls you or comes and gets you.** You are welcome to wait outside or in your car.
- **We will be taking each client temperature when you arrive.** If your temperature is 100.4 or higher we will ask that you reschedule at least 14 days out.
- We will ask that you **complete a questionnaire and sign a client consent form** upon arrival.
- **We will be working with limited staff** to help maintain social distancing between styling stations.
- **You must have an appointment to receive salon services.**
- **Please no large handbags or backpacks.** Bring only what you can hold in your lap.
- We will not be offering any beverages at this time, so please feel free to bring a covered beverage with you if you so choose.
- **Waxing around the mouth and nose area and all threading services will not be provided until further notice.**
- **To reduce the amount of time you are in the salon, feel free to shampoo your hair at home within 3 hours of your appointment time. We can rewet your hair with a water bottle.**
- **Everyone (client, guest and staff) is REQUIRED to wear a mask for the entire time inside the salon.** If you do not have a mask, we will provide one. If you refuse to follow this mandate, we will ask you to reschedule your appointment for a later date when this mandate has been lifted.
- **Please provide us with at least 48-hour notice if you need to cancel or reschedule. No Shows will not be tolerated** and will be refused an appointment time in the future.
- **We have an active sanitation process and checklist in place.** We will be sanitizing the salon stations, restrooms, doorknobs, surfaces, etc., throughout the day. The salon will be disinfected every evening at close
- **We will all keep our distance,** so we are asking that for right now, no hugs, handshakes or any unnecessary touching.
- **Clean towels and capes will be used for each client.**
- **We have made some price adjustments on our services** to reflect the cost of doing business.

Our primary goal is to make sure you and our team are safe, and we will do whatever we can to make this work for all of us. Safety, Sanitation and Wellness is our priority.

I have read and understand _____ date _____