

## Andrew Hill Salon

### Covid 19 Salon Policy for Clients

#### Introduction

At the Andrew Hill Salon we have sought out suitable and consistent advice from various authorities both in and outside of the hairdressing industry. This is an ever-evolving situation and your salon team must remain both aware and vigilant with regards to protecting salon clients and themselves.

All team members have undergone training and receive regular updates regarding our Team Covid 19 Policy.

We will do our utmost to make sure all risks are minimised during your visit to the salon and naturally you will notice changes to the salon environment and the way the team work.

We promise your experience will not be compromised and you will be well looked after by everyone at the salon.

#### Our policy

##### Arriving at the salon

- We request that you do not arrive too early for your appointment, no more than 5 minutes before hand, as we have to keep numbers in salon at a minimum. We will also have a very minimal waiting area in reception
- From 8<sup>th</sup> August 2020 it is compulsory to wear a face mask to your appointment
- We're sorry, but if you are late to your appointment it is likely we will have to reschedule it. Any late arrivals will have a knock-on effect on the next client's appointment and the number of guests in the salon
- As you arrive in salon please pay attention to the 2 metre markings placed at the salon entrance and remain two metres apart from any other guests waiting to be seen
- There will be a hand sanitiser dispenser at the entrance to reception, please apply the sanitiser
- Do not approach reception until you are called forward

- We may take your temperature, using contactless equipment before we check you in for your appointment
- Please do not bring any shopping bags in to salon and if you have a jacket we will ask that you keep it with you at all times
- We will not be serving refreshments at the moment. We apologise for this but do hope that eventually we will be able to offer our full refreshment menu again. We are more than happy if you'd like to bring your own refreshment with you

### Your appointment

- You may notice extra time has been given for your appointment. This is because your stylist will need to complete a full consultation, factoring in it may have been several months since your last hair appointment. If you are having a colour, longer application time may be needed.
- Our basins will be divided by plastic safety screens and where possible your stylist will shampoo your hair; if time does not allow this then one of our trained assistants will look after you at the backwash area and they will be wearing PPE provided by us.
- Some services are not currently available in salon, for example strengthening treatments (e.g. Smartbond, Innoluxe, Kerastase rituals) and colour changes. We foresee this as a temporary measure and aim to reintroduce all services as soon as possible. Please speak to a member of reception if you have any queries regarding our service menu
- Many of our styling stations will be out of use, this is to allow for adequate social distancing. In addition to this all styling stations will be fully cleaned in between each client. All of your stylist's equipment will also be fully disinfected in between every client. Your stylist will be wearing PPE and disposable aprons; which will be cleaned and/or replaced in between each client. You will be given a freshly washed gown and towel or disposable ones.
- If your stylist has to leave you for a moment, for example, to check a colour, they will apply hand sanitiser both when they leave you and again when they return. Any contact between your stylist and anyone other than you will be kept to an absolute minimum.
- After your appointment your stylist will not be able to accompany you to the reception desk, but they will let the reception team know what services you've had and if you'd like to rebook your next appointment

- If you wish to purchase any retail items please advise reception who will assist. Please do not touch any products in our retail section unless you are purchasing them

#### Salon environment

- Hand sanitiser will be readily available throughout the salon
- We will not be offering any magazines or newspapers at this time
- Please do not bring friends or family members, who do not have an appointment, in to salon with you
- Finally, we have adjusted our salon opening hours to enable us to reduce the number of team members in the salon at any one time.

We assure you that every care and attention has been given to our policy and as always, we promise you a very warm welcome.