

Willow Hair Salon guidelines

Covid -19

1 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 and chair will be cleaned regularly** and wiped with the appropriate sanitiser between each appointment
- ✓ All items of equipment will be disinfected between every client
- ✓ Disposable gowns and towels will be used if preferred, or laundered immediately after every use on a hot wash and with disinfectant.
- ✓ We are changing team members shifts to keep numbers in the salon as low as possible and within guidelines.

2 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 have a **temperature**, or are feeling **unwell** or if **any person in their household is unwell or is self-isolating**.
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3 OUR PROFESSIONAL SERVICES

- ✓ We have reviewed our service menu and **removed** any that we feel will be unsafe at this time. Rough dries will not be offered, and clients having a colour service with no hair cut or blow dry booked back with the stylist will have to leave with towel dried hair.
- ✓ Our team will wear **appropriate PPE** (mask / visors) on the salon floor and all team members will wash their hands **before** and **after** every client interaction. (Some staff are medically exempt from wearing a mask)
- ✓ In-salon consultations will be done at the styling station and via the mirror to minimise face-to-face interaction

4 CLIENT ARRIVAL AND RECEPTION

- ✓ 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, hand washing is preferred.
- ✓ Clients **must minimise** what they bring as you will be asked to keep all belongings with you including coats and umbrellas.
- ✓ We request that clients attend their appointments **alone**
- ✓ The card machine will be cleaned after every use and hands sanitised after cash transactions. Tips will be accepted but we will not be offering change so please give the correct amount
- ✓ You will be escorted to your stylists' section ASAP to avoid congestion in the waiting area
- ✓ Waiting areas will be arranged to adhere to social distancing. Waiting areas will be cleaned between clients.

5 WE ASK YOU, OUR CUSTOMERS TO

- ✓ Arrive at the time agreed to maximise social distancing, please wait outside if you are early.
- ✓ Arrive with clean hair even if having colour, make sure it's recently (1-2 days) been washed and dried.
- ✓ To **wear a face mask. It is now mandatory that clients wear face masks for the duration of their appointment.** We can provide masks but preferably please bring your own. Please be aware that some clients may be medically exempt from wearing a mask, and we have some staff medically exempt so please check prior to your appointment if this is a concern for you. Where a mask is not worn by a staff member a visor will be instead.
- ✓ To scan the QR code on arrival
- ✓ We will **not** be serving refreshments, however we have partnered up with the Italian restaurant next door who will take orders and bring drinks safely to you if you wish.
- ✓ We will **not** have magazines in the salon
- ✓ To contact us and re-arrange your appointment, at no additional cost, if you have **a temperature**, or are **feeling unwell**; or if **any person in your household is unwell or is self-isolating**
- ✗ **Do not come to the salon if you or anyone you live with is unwell or self-isolating**
- ✓ We are happy to discuss any of your individual concerns, please feel free to email us at appointments@willowhair.co.uk or call the salon and ask to speak to Kate or Sarah
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We reserve the right to amend or adjust these guidelines based on government policy and new research to protect the safety of all our staff and clients

Failure to follow our guidelines will result in services not being provided