

# **Willow Hair Salon guidelines Covid -19**

## **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
- ✓ 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.
- ✓ 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.

### **3 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.

#### **4 WE ASK YOU, OUR CUSTOMERS TO**

- ✓ Arrive at the time agreed to maximise social distancing, please wait outside if you are early.
- ✓ To wear a face mask even after the 19th July if possible
- ✓ 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 physical magazines in the salon, but we do offer virtual ones that you can access with a code
- ✗ 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](mailto:appointments@willowhair.co.uk) or call the salon and ask to speak to Kate or Sarah

**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**