

Willow Hair Salon guidelines Covid -19

We are now having to skin test everyone who is having a colour service 48 or more before your appointment, even if you've had your colour done with us before.

This does not apply to anyone having highlights without a toner, but anyone having a toner must also receive a skin test 48 or more before your appointment. If you are unsure please call or email us.

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 sanitizer 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**. Clients and team members **temperatures will be taken** on arrival at the salon.

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
- ● ✓ 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
- ● ✓ 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 been washed and dried.
- ● ✓ **To bring and wear a face mask where possible.**
- ● ✓ **To wash your hands** or use **hand sanitizers** before and after each service
- ● ✓ We will **not** be serving refreshments from our premises, we do however provide a menu for drinks and snacks brought to us from the restaurant next door.
- ● ✓ 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 ●

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