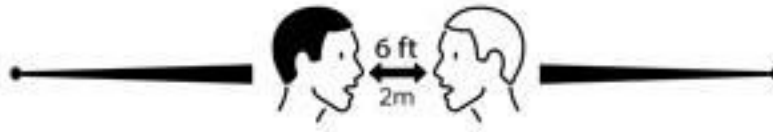


Reopening Responsibly: Covid-19 Safety Measures



KEEPING DISTANCE

Our styling stations have been reconfigured to allow a minimum of 6 feet (2m) between you and another guest. You will be designated to your own space to enjoy your experience.



OUR TEAM IN MASKS

All of our stylists will undergo daily wellness checks and they will be wearing masks.



KEEPING IT CLEAN

All styling chairs will be consistently and thoroughly sanitized and cleaned before and after each guest visit. Reservations have a set time limit so we can do this. We will be sanitizing all touch points throughout the day to maintain the safest environment for your visit. Hand sanitizer will be available for our salon team and for you to use throughout our salon to supplement our frequent hand washing. All beverages and snacks will temporarily be unavailable.



OUR ASK OF YOU

Please wear a mask. We ask you to wear throughout the entire service. Please arrive on time for your experience so you can enjoy your time on property without feeling rushed.

COME ALONE:

Friends – Family and Children will not be allowed to accompany you at this time unless they have a service booked with a stylist at the same time.



TOGETHER

Trust and kindness will triumph in this new way of being as we make changes together for each other's safety and protection. Thank you for working with us, and with our other guests. We promise your experience with us will be truly enjoyable.

Reopening Responsibly: Safety Measures to Protect you

Here's what you need to know:

- You will be asked to sign a verification that you are symptom free with no known covid-19 exposure
- Your forehead temperature will be taken and must read below 100 degree F. Please make sure you have been in a temperature controlled vehicle to avoid false readings.
- Visitors and staff must be fever and cold/flu free a minimum of 14 days prior to entering the building.
- Our staff will be screened daily by these same guidelines in order to safely serve you.
- Clients that have been or who are diagnosed with covid-19 positive may not schedule services with our salon.
- Clients need to maintain social distancing with 6 ft. of separation throughout the building.
- 1 client a time in the waiting area to check in and check out.
- Please come alone to your appointment. No children allowed in the salon unless they have an appointment for a service in which they will need to be able to be alone in the building with no parental guidance.
- Please call the salon when you arrive for your appointment. We will take your number to either call or text when your stylist is ready for you to enter the building.
- Clients and staff will be required to wear face masks at all times while inside the building and during services. Please wear a mask that goes around your ears only. If you don't have a face mask we have the right to refuse your service or we have face masks available for purchase of \$3.00.

- Clients will be asked to use hand sanitizer located by the front door before entering the salon.
- We are NOT ACCEPTING CASH. To provide as much of a touch free environment as possible we will be asking clients to keep a credit card on file for easier transactions.
- Please come in with clean dry hair to minimize time in our salon.
- A consultation (verbal or virtual) will be done prior to entering the salon.

Rescheduling and Cancellation Policy:

- **Scheduling:** We recommend during your virtual or verbal consultation you reschedule your follow up appointment(s).
 - Your stylist will ask you to fill out our scenario questionnaire prior to booking. This will determine if we need separate appointments if you are in need of more than one service.
- **Cancellations:** Day before cancellation will not be charged, however cancellations the day of or 3 hours before appointment will be charged ½ service fee. Color correction will be charged a full fee due to the length of these services.
- **Retail:** If you are in need of any retail items, please let our receptionist know at check in or your stylist during your appointment time or during the virtual consultation and we will have it bagged and ready for your check out.
- **Curbside pickup:** will still be available for retail and touch up kits until we have more guidance from the county to allow more clients in our building at a time.