

# HAIR IN THE CITY

## Coronavirus (COVID 19) Client Salon policy

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Our Number 1 priority at Hair in The City is to protect our clients and team at all times whilst giving you the best experience possible. Whilst we understand you may be apprehensive about visiting the salon be assured, we are implementing additional safety measures to protect us all. We look forward to welcoming you back as soon as we can do so safely.

We try our best at Hair In The City to keep our services competitively priced at all times however in order to keep the business financially viable especially in this current climate and keep offering our clients the same fantastic service we must now implement a price increase for some of our services effective immediately. This small increase will help us to cover the rising cost of products, wages, PPE and the additional safety measures we must now implement to allow us to reopen. If you have any further questions, please do not hesitate to get in touch. All prices can be found on our website or app.

Please note the following procedures must be adhered to at all times.

1. We will now only accept pre-booked appointments either by telephone or Email. All walk ins are suspended until further notice.
2. You will receive a consultation form via text message or email the day before your appointment please take care to thoroughly read through and answer the questions honestly. If you are unsure or feel there is something that may prevent your service from going ahead, please call us to discuss before coming into the salon. In the consultation you will we will require you to fill in a declaration stating that neither you nor a member of your household has been experiencing symptoms of Covid 19 in the last 2 weeks.
3. If you have coloured your hair using a home colourant please get in touch to let us know as additional time may have to be booked to correct this. If you do not tell us in advance, we may not be able to carry out the service.
4. Everyone is now required by law to wear a face covering in shops this includes hairdressing salons for the duration of your appointment, whilst we understand this may be uncomfortable we must insist that this is adhered to for the protection of everyone in the salon. If this is something you feel you are unable to do, I kindly ask that you contact us in advance of your appointment to discuss moving your appointment to a quieter time or to reschedule your appointment once restrictions have been lifted further. Please bring a face covering or mask with you. If you do not have one with you, we will supply one at an additional cost.
5. Please arrive with clean hair free of any root touch up spray as this adds additional time to our service which has not be allowed for. During this time we will not be offering dry cuts, you will be offered a wet cut or a cut and style in accordance with

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government guidance.

6. Please arrive on time for your appointment. If you are early, we may ask you to wait outside as we have limited space in our waiting area. Please do not bring friends, family or children with you unless they have an appointment at the same time. If you are running late please call us with plenty of notice so we can advise if we are still able to take you for your appointment, if not we will reschedule you to our next available appointment but please be aware we will take full upfront payment to secure the next appointment.
7. If you are experience any of the following symptoms (A new continuous cough, fever, loss or change in smell or taste) please cancel your appointment immediately, do not attend the salon. We will reschedule your appointment 2 minimum of 2 weeks later.
8. You will be asked on arrival a few quick questions be asked to use the bathroom, wash your hands and use one of our hand sanitisers. At this time our cloakroom will be out of operation please bring a bag to store your coat and bring as little items as possible with you.
9. Please adhere to 2m social distancing at all times.
10. During this time, we will not be providing hot drinks, the water machine will still be available, but we will ask you to provide your own drinking bottle.
11. We will not be providing magazines for entertainment but please feel free to bring your own magazine, book or tablet to be used during waiting/development times. Please make sure to take all belongings with you when you leave.
12. Once seated at your station please try to remain there for the duration of your appointment unless you need to use the bathroom, If you need to use the bathroom please let a member of staff know and they will check it is not in use.
13. We will still accept all forms of payment; however, we ask you to bring the correct money where you can.
14. Please book your next appointment on leaving so we can guarantee you a future appointment.
15. If you have any concerns during your visit pleased speak to a member of staff who will be happy to help.
16. Please remember that this is an unprecedented time for us all and we are navigating new and uncertain times. Our staff will do our best to accommodate your needs at all times and whilst we appreciate tensions may be running high, we will not tolerate aggressive behavior at any time.
17. Please remember that we are working on government guidance which is changing daily so there may be changes made to your appointments at very short notice.
18. We will store your personal details for Trace and Protect for 28 days. These details will be stored on our electronic booking system which is fully encrypted.
19. Please be aware that if you come into the salon and displaying symptoms of covid 19 we reserve the right to ask you to leave immediately and cancel your appointment,

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if this happens you will forfeit any booking fee paid and we reserve the right to refuse you any future service. As this could not only endanger our staff and clients but lead to a potential further closure of Hair in The City which would damage the financial viability of the business

Things our team will do to make your visit safe and comfortable

1. Regular sanitising of the doors, toilets and all other contact surfaces.
2. Regular handwashing.
3. Clients will be seated a minimum of 2 metres apart unless from the same household.
4. Salon Stations will be fully disinfected after each client.
5. Staff will wear appropriate PPE at all times on the salon floor.
6. Staff will adhere to 2m social distancing where possible.
7. Staff will be asked to bring a change of clothes for work if travelling on public transport.
8. Staff will inform me immediately if they or a member of their household display symptoms.

If you have any further questions at this time please email [hello@hairinthecity.co.uk](mailto:hello@hairinthecity.co.uk) or call the salon on 01415522848.