

# Our commitment and salon guidelines to help keep you safe



## 1 OUR SALON

- ✓ We have undertaken a thorough review of our salon and services
- ✓ We are able to use the salon space to adhere to social distancing guidelines with ease
- ✓ Every surface will be cleaned regularly and wiped with the appropriate sanitiser between each appointment
- ✓ All items of equipment will be disinfected before and after every service
- ✓ All towels, if used, will be washed after each client
- ✓ We will ensure adequate ventilation throughout the salon with doors and windows open where possible

## 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

## 3 OUR PROFESSIONAL SERVICES

- ✓ We have reviewed our service menu and removed any that we feel will be unsafe at this time
- ✓ Our hairdressing team will wear at certain times, masks, single use gloves, single use aprons and single use gowns for clients on the salon floor and all team members will wash their hands before and after every client interaction
- ✓ New clients may want to arrange a virtual consultation to assess their service needs and ensure the right appointment time is allocated
- ✓ In-salon consultations with existing clients will be done at the styling station and via the mirror to minimise face-to-face interaction
- ✓ Services and consultations carried out with clients of Nails at Oh!, will be done so using masks, single use gloves and using a protective transparent screen divider

#### 4 CLIENT ARRIVAL AND RECEPTION

- ✓ We will not be accepting walk-ins, you must pre-book via our website or DM on Facebook for both hairdressing and nail appointments: [www.oh-hairdressing.co.uk](http://www.oh-hairdressing.co.uk)
- ✓ We will stagger customer appointment times
- ✓ We will greet you warmly but without a handshake or a hug ( **WE HAVE MISSED YOU!** )
- ✓ 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. E.g. we will not be taking or hanging coats as per our typical customer service
- ✓ We ask that clients attend their appointments alone E.g. without small children
- ✓ Preferably we ask that you pay **before you attend your appointment using the pay now function on our booking system**, or using the card machine in the salon at the designated payment station
- ✓ You will be escorted to your team members section ASAP to avoid congestion in the waiting area
- ✓ Waiting areas will be arranged to adhere to social distancing

#### 5 WE ASK YOU, OUR CUSTOMERS TO

- ✓ Arrive at the time agreed to maximise social distancing
- ✓ To wash your hands or use hand sanitisers before and after each service
- ✓ To wear a mask when getting hair cleaned and before or after a hairdressing service.
- ✓ To wear a mask when receiving a nail treatment
- ✓ 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
- ✓ We will not be serving refreshments
- ✓ We will not have magazines in the salon

*X Please 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 concerns, please feel free to speak with a member of the team

**LOVE OH X**