

# The Hair Spa

## What to Expect



- A team member will greet each customer at the club/lodge main entrance and ask if they are displaying any symptoms of covid-19, or if anyone within their household or someone they have come into contact with has (new persistent cough, loss of smell/taste or shortness of breath). If this is the case you will be denied access and must not return for 14 days.
- The customer's temperature will be taken using a non-contact thermometer.
  - If thermometer shows 38°C or higher, customer must leave the building and not return for 14 days.
- All customers must use the hand sanitising station at the main entrance.
- Please do not arrive any earlier than 5 minutes prior to your appointment and wear a face mask, they can be purchased for £3 (£1 to charity) from reception.
- Perspex screens have been installed at the reception desks to ensure that the team and clients are protected.
- Hand sanitisers will be available at every station
- A deep clean has been carried out in all areas of the salon, and cleaning will take place after every client. Fogging with a Virucide will be carried out each day.
- Every client will be given a freshly laundered gown or disposable gown – no gowns will be re-used without being laundered.
- Be advised the team will be wearing a visor, facemask and other relevant PPE during your appointment.
- Due to the constraints within the salon, we ask that should you be running late for a specific appointment that you contact us immediately as this can have a knock-on effect to the bookings and timings of the whole salon and adhering to social distance guidelines. We will endeavour to fulfil the appointment time and/or complete as much of this as possible, whilst charging for your complete already booked appointment.
- Each station will be sanitised thoroughly between clients – as are hair tools – we are using Barbicide® to ensure your safety.
- Unfortunately, in line with guidelines all magazines have been removed from the Salon.
- All hot drinks purchased will be provided in disposable cups



**We recommend you wear a mask when in public areas, they can be purchased £3 from main reception (£1 to charity)**

**Report any concerns or issues to a team member immediately.**