GUEST CHECKLIST

1. Welcome back, we are so happy to see you again! We have missed you!

1. We are going to miss all those hugs and handshakes, but we ask that you respect the social distancing as much as possible outside of your service.

1. Please be patient, we have the immense task of prioritizing clients, health assessments, new policy and a new way of working. We are doing our best to ensure everyone stays safe and healthy. I’m sure we’ll make mistakes, this is all new, we really are trying our best, and will strive to do better with each passing day.

1. Our staff will be screened at the beginning of each shift, they have read and understood all new policies regarding COVID-19. They have been instructed on sanitization, disinfecting and cleaning protocols, as well as PPE care and removal and any other stipulated protocol laid out by Health and Safety and Public Health Ontario.

1. If you are not feeling well, have had any Covid-19 symptoms, please stay at home. Please understand we are required to ask you Covid-19 health related questions upon entering the salon each time, to keep both you and our staff safe. If you feel that what we are required to do is still not enough to make you feel comfortable, we ask that you book an appointment a month or so out, to eliminate any stress you may experience. We are doing our best.

1. Masks are required and mandatory for us to perform blow dries. Masks will be available should you need one.

1. Please make use of the sanitizing station or wash your hands immediately upon entering the salon.

1. For everyone's safety, all stations and tools will be sanitized between each client, unless they're from the same household.

1. We ask that you wait in your vehicle until you are called into the salon.

Please arrive a few minutes early, you to answer and sign the required

health related forms prior to your appointment. Or feel free to sign the questionnaire below and send it back to us. Please make sure we have your correct cell number when booking.

10.There will be no waiting area inside. That area will be used as a colour processing area until further notice. This is to keep the number of people within the salon at a minimum.

11.We ask that you come alone, no friends or children, unless they too have an appointment.

12.Please leave your belongings in your vehicle. As much as possible, we ask that you only bring your method of payment and your car keys in with you. Leave all jackets/sweaters behind.

13.We are hoping as much as possible to go to a temporary cashless model. Yes, your stylist will still be able to receive a tip this way and will always be grateful regardless.

14.No beverages may be served. We strongly suggest that no food or beverages be brought in either. No reading material will be available.

15.No extended services at the wash basins, this means no massages. I understand that this is not going to go over well, as we could all do with one right now! But we have to follow the rules to keep everyone safe and our doors open.

16.Social distancing will be in effect outside of your hair services.

17.We love that you want to shop locally in our store, although we do ask that you refrain from touching any retail. We will be happy to assist you with any product or item needed.

18.A $5.00 COVID-19 fee will be added to each service. We have debated this for many hours, and the decision was not made lightly. We want to be totally transparent with you, and ask that you respect this decision. The amount of PPE, sanitization, cleaning procedures is immense, moving forward.