



SALON GUIDELINES COVID-19 THE SHARD SALON

1. OUR SALON

- We have undertaken a thorough review of our salon and services
- We have taken away the salon reception waiting area
- We have rearranged the salon space to adhere to social distancing guidelines and used distancing tape and installed a Perspex screen at our Blow Dry Bar and two further large Perspex screens where appropriate
- 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
- Disposable gowns and towels will be used at all times
- We will if required, extend opening hours

2. OUR PROFESSIONAL SERVICES

- We have gone cashless and have doubled our PDQ machines so these can be taken to the client while at their section when paying
- We have taken a huge step of reducing our capacity by 50% for the foreseeable future to enable us to meet the social distancing guidelines
- We will only be taking pre booked appointments by phone or email
- In salon consultations will be done at the styling station and via the mirror to minimise face-to-face interaction
- We will keep a record of every booking on our computer system with updated client records
- We have reviewed our service menu and removed any that we feel will be unsafe at this time
- Our team will wear gloves, masks and aprons on the salon floor and all team members will wash their hands before and after every client interaction
- New PPE Packs will be supplied for every client for a small surcharge

3. 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 self-isolating

4. CLIENT ARRIVAL AND RECEPTION

- We will not be accepting walk-ins, you must pre-book
- We will stagger customer appointment times
- Hand sanitiser must be used on entry to the salon
- We will be supplying a PPE Pack to every client consisting of a disposable gown, two disposable towels, one pair of gloves and one mask for them to use while in the salon
- Clients must minimise what they bring as you will be asked to keep all belongings with you
- We ask that clients attend their appointments alone
- We ask that you pay using card or cashless means where possible
- You will be escorted to your stylist's section ASAP to avoid congestion in the waiting area

5. WE ASK YOU, OUR CUSTOMER TO

- Arrive at the time agreed to maximise social distancing
- Arrive with clean hair
- To wear the items given to you in your PPE Packs
- To use the hand sanitiser provided upon arrival and when leaving the salon
- We will not be serving refreshments
- We will not have magazines in the salon
- To contact us and re-arrange your appointment if you have a temperature, or are feeling unwell or if any person in your household is unwell or is self-isolating
- **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 individual concerns, please feel free to call the salon or speak with a member of our team