



## ND Salon guidelines: Covid-19

Please see the extensive list of guidelines both for you '*our clients*' and for us '*your stylists*' that we have put in place to keep us all safe.

Please read through before your visit so that you know what we need from you and what you can expect from us in return.

### What you can do to help us

1) We now only operate on a strictly appointment only basis, therefore we will be unable to receive walk in appointments or enquires at this time.

Please e mail any appointment requests or questions to :

[ndhairteam@live.co.uk](mailto:ndhairteam@live.co.uk)

We will get back to you as soon as possible.

2) Our door will need to remain closed and locked during trading hours to help us to control salon numbers and social distancing.

Therefore please arrive only at the time of your appointment and wait outside until your stylist lets you in.

In the event of bad weather we can call you if you would prefer to wait in the car.

If waiting outside, please exercise social distancing should anyone else also be waiting.

3) Please only bring essentials with you as we need to reduce the number of items brought in from outside.

4) We are no longer permitted to provide either magazines or refreshments due to risk of contamination so please feel free to bring a bottle of water or a coffee with you but please take away any waste with you when you leave. NO FOOD please.

Please also feel free to bring your own phone / iPad / kindle etc for entertainment as we cannot provide reading material. We have USB sockets at each station should they be needed so just bring a cable.

5) *Please arrive alone.*

Due to strict numbers allowed for social distancing requirements we can no longer have people waiting for friends or family during client services.

Should you be accompanying a child or vulnerable person please let us know so that we can make the necessary arrangements.

6) *Please arrive on time.*

We have to operate a strict in and out policy at present to control social distancing and sanitation procedures. Late arrivals may therefore mean that we either have to reduce your appointment time to a shorter service or reschedule to avoid clashing with the next client arrival.

7) *Please bring a mask (or we can supply one at a small charge)*

Although it is not a legal requirement for clients to have to wear a mask as yet ( welsh government may announce differently ) we may ask you to wear one as we need to protect other vulnerable people that may be in the salon at the time.

Decisions on this may change visit to visit and will be assessed each day according to clients present and the current situation at the time of the visit.

8) On arrival you will be asked screening questions to establish if you are experiencing any symptoms of Covid -19 and you will be asked to wash your hands.

We will also be required to ensure we have an up to date contact number for you.

9) Please be patient and understanding of the following :

a) We will be operating on slightly different opening hours at present which will change from week to week.

As you can appreciate, all staff are attempting to work around their children who at present are not in school and many previous childcare arrangements are no longer available.

Due to this and the possibility that staff members may find themselves the unfortunate position where they need to self isolate, we will only book ahead up to 2 weeks at a time.

This is to ensure minimum disruption to clients whom may have to have their appointments rescheduled.

If you are trying to book for a special occasion such as a wedding then please advise us by email and we will do our very best to accommodate you.

b) Please bare with us whilst we attempt to work through a large back log of client services.

When very busy we may not answer the phone so please e mail us and we will respond as soon as we are free.

c) Please understand that we may need to make a small charge per visit for PPE that we did not have to use before. Our business now has many extra costs that will be ongoing until this pandemic is brought under control not to mention the extra time that we now have to add on to each appointment for sanitation in between in client.

The PPE charge will be minimal and added separately to the normal charge so it can be removed once the pandemic is over.

d) Colour work costs may increase on the first visit back.

If your roots are much longer than normal the product amount mixed to cover it may need to be increased, costing us more to supply.

Subsequent appointments should return to normal.

Also where clients have experimented with home colours and it needs correcting, extra time and costs can occur.

We will keep these increased costs to a minimum and will advise you at your appointment if this will apply.

### *Cancellations*

10) Please give as much notice as possible if you need to cancel so that we can offer the slot to another client on our list. Please try to avoid changing appointment times during the initial rush as we have many clients to fit in and so if you need to change times we may not have an alternative for a while.

### *Cancellations - Covid symptoms*

*Please DO cancel if you are experiencing any of the following symptoms:*

*A new continuous cough*

*A high temperature*

*A loss of taste or smell*

### *What we are doing to protect you*

*We will keep you safe by :*

- 1) Keeping the front door secured to avoid uncontrolled numbers of people in the salon.
- 2) Screening clients on entry via screening questions and ensuring routine hand sanitation.
- 3) Exercising a strict social distancing policy within the salon such as working only at every other station, and spaced out working areas.
- 4) Reduced client and staff numbers at any one time.
- 5) All gowns, towels, capes etc are freshly laundered for each and every client and disposable items available if preferred.
- 6) Extra time is being reserved after each client leaves to ensure ample time to fully sanitise both the salon areas used and the equipment before the next client arrives. This extra time

should also ensure that we are ready to receive clients on time and without a crossover situation.

7) We have the following items in place :

- .Touchless hand sanitizers at entry points
- .Perspex screen at reception desk
- .Screens to separate salon styling areas
- .Disposable paper towel dispenser in the .toilet area
- .Lidded laundry bins
- .Lidded refuse bins
- .Tissues available at every styling station

8) All staff will be temperature checked, screened and will wear PPE including full face visors.

9) We have a strict cleaning routine in place. To include all contact points.

10) *Outdoor space*

We are pleased to be able to offer an outdoor space at the rear of the salon that we are opening for client use.

This area has seating and a parasol and is available for use either whilst colours are developing or if you are in a vulnerable category and do not wish to enter the salon.

The garden can be accessed without entry into the shop itself.

We are making this area available for services weather permitting of course.

11) *Vulnerable categories*

If you are in a vulnerable category please get in touch and let us know as we can offer the following:

- a) Use of the outdoor space to avoid entry into the salon.
- b) Priority time slots at the quietest times.

We hope this commitment to you offers you reassurance that we are doing everything we can to create a safe and relaxed environment for your visit.

If we work together we can all overcome the unsettling situation that we now find ourselves in and look forward to getting through to the end of this pandemic where life here in the salon and everywhere else can once again return to normal. We look forward to seeing you all.