

RULES FOR CLIENTS

- If you, or any member of your family, are experiencing any Covid-19 symptoms (mild or severe), please cancel your appointment and rebook for after you have self-isolated as per Government guidelines - this is for the safety of staff and other clients
- **No walk ins – (including consultations & skin tests) – you can book by phone / email / social media**
- Online consultations can be booked with your preferred stylist via phone / email / social media (online calls can be done to show colours etc)
- **When you arrive for your appointment, wait outside / in your car until we call or text you to come into salon – extra time has been allowed to enable us to disinfect all areas before the next client and avoid overcrowding**
- Lateness & Earliness - We are going to have a strict no lateness policy. We are going to be limited to how many staff are allowed to be in the building so allocated slots must be adhered to. If you are early please wait (as previously stated) outside of the salon until you are contacted to come in
- **Bring your own drinks & snacks - we will provide paper cups for water but no hot drinks / snacks will be offered**
- Bring your own books / magazines / ipads / chargers for entertainment
- **Staff will wear disposable masks, gloves and aprons for each client**
- Gowns and towels (as usual) will be washed between clients meaning nothing is re-used
- **Tools and sections will be sanitised after each use**
- Clients are asked to wear masks throughout their appointment .
- **Avoid bringing coats and bags with you - if you do need to bring anything, you must have your own bag to enable us to store it safely**
- No family members / friends to be brought to appointments
- **Wash your hands on arrival (toilet area at the back of the salon)**

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- We will provide hand sanitiser on sections for your use
- **Reduced numbers of staff will be working at any one time and extended appointment times, meaning reduced clients in the salon**
- We are opening 7 days per week with longer working hours to accommodate the client demand
- **We have a new staff room outside of the salon - some clients may be asked to wait (comfortably) in this area whilst their colours are developing. We plan to only have to do this in the early stages of return to free up space in the salon and respect social distancing**
- Please check with your stylists price lists for any updates
- **If your last visit for a colour service was before Jan 2020 you will need to be re-skin tested - this must be booked in advance so please call or email to get this in 48 hours before your appointment.**

Lastly we want to say that we hope all of these measures are short term, we feel so so lucky to be allowed back to work. We wish it had of been sooner but now we are, we want to make customers and staff feel as safe as possible when working / having a pamper. We will still try to make this as enjoyable and relaxing as possible and I think most of us have started to adapt to this new way of life over the last few months so we know you will understand. We are so excited to see you all and get back to what we do best

The Hive Team x

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HIVE
SALON