



## To Our Valued Guests –

We are happy to be back to serve you! We are ready and we know that you are too! We want to thank you for your patience and loyalty. And to those of you that worked on your own hair and were not happy with the results, we'll be happy to fix it for you!

We all know that COVID -19 is rapidly changing and so are the rules for reopening hair salon establishments. As we start opening on Phase I there will be strict controls on business operations by our State Government that we need to comply for everyone's safety.

We are all in this together and, in order to serve you the best, we kindly ask that you work with us to help keep you and everyone in the business safe. Please support us with the following steps:

- Services will be provided **STRICTLY BY APPOINTMENT ONLY**. No walk-ins will be allowed or serviced.
- When you arrive, text or call us at (203) 425-9692 to let us know you are here. Until health directives allow, we ask that you kindly wait in your car and we will call or text you when we are ready for you.
- Guests will be expected **to wash their hands** or use sanitizer upon entering the salon.
- We kindly request that **everyone wear a mask** for the time being. If you do not have a mask, we will provide one for a small fee. We will let you know when our policy changes.
- Please **do not come** if you are not feeling well. We will be happy to reschedule your appointment.
- Please **do not** bring anyone with you to your appointment if it can be avoided. We must try to have as few people as possible in the salon at one time.
- We request that you pay by electronic means Google pay, Apple pay or use a credit card to minimize a cash or credit card exchange.
- Unfortunately **BLOW DRYINGS ARE PROHIBITED** until further notice. Therefore, there will be **NO STYLING** after haircuts or color services. \*\*\*
- No **Keratin Treatments** will be perform until further notice.
- No beverages (coffee, tea, water) or snacks will be provided.

- We will have an active and intensive sanitation process and procedure checklist in place before and after every client is served. We will be sanitizing the styling stations, chair, restroom, doorknobs, surfaces, etc., throughout the day.
- The salon will be disinfected every evening at close.
- We will all keep our distance, so we are asking that for right now, no hugs, no handshakes, nor any unnecessary touching.
- All equipment used will be **cleaned/sanitized** after every client.
- Clean towels and smocks will be used for each client.
- We appreciate you and your business. Please help us keep this environment safe by letting us know if there is anything that makes you uncomfortable.

You matter to us and we will do whatever we can to make this work for all of us.

\*\*\* Service prices will not be reduced but proceeds will be used to offset the additional costs incurred to meet Covid-19 regulations and PPE (personal protective equipment). We appreciate your understanding and support.