

# Michael James Hair Salon COVID-19 PROTOCOLS

We will be following all government guidelines, and possibly beyond, to ensure the safety of our clients and team alike. **PLEASE READ** the following carefully so that you know the changes made and the protocols we ask you to observe to avoid any disappointment on arrival and during your appointment.

## SALON PROTOCOLS

- We have undertaken a thorough Covid-19 Risk Assessment of our salon and services
- We have installed protective screens, hand sanitiser, anti-bacterial soap, paper towels and hand lotion dispensers at strategic locations in the salon.
- We have ensured social distancing as much as possible and have removed the use of some styling stations to maximise distance between clients.
- We have scheduled extra time so our team can disinfect chairs, styling stations, surfaces and back-wash units between each client appointment.
- Between clients all scissors will be disinfected in a heated glass-bead steriliser at 220 degrees and industry standard 'Barbicide' used to disinfect all styling tools – our team are certificated accordingly.
- Consultations will be conducted standing behind your chair and talking to you via the mirror to reduce face to face contact time.
- Salon doors and windows will be left open as much as possible to allow ventilation and airflow. If you tend to feel the cold please wear an extra layer.
- Our air conditioning and mechanical extractor will be in periodic use to remove 'old' air and pump fresh air in from outside.
- Every team member must wear PPE consisting of a visor / face mask, disposable apron & gloves. PPE will be replaced after every client.
- Staff must wash their hands thoroughly before and after each client interaction.
- Initially, we are not servicing any children that cannot attend the salon unaccompanied.
- Magazines & refreshments will not be available

## CLIENT PROTOCOLS

- Please pre-book, we cannot accept walk-ins
- Please DO NOT attend** if you or a member of your household have any Covid-19 symptoms. In this instance please inform us as soon as possible if you need to cancel your appointment.
- Please attend alone. We are unable to accommodate any children/friends etc.
- Please do not bring bags or coats as we are unable to store them for you. Handbags are fine.
- Please bring your own face mask that fits via loops behind the ear.
- Colour Services** - please arrive with clean, dry recently washed hair (not wet)
- Arrive as close to your appointment time as possible as our waiting area is restricted. If unduly late, we may not have time for your appointment.
- Please use the hand sanitiser on your right as you enter the salon and wait in this area behind the safety barrier for a team member to greet you.
- Please be patient if we are running slightly behind while we get used to these new measures.
- We will provide disposable capes / gowns or single use items laundered at 60 degrees.
- If you need to use the toilet please advise your stylist and follow the hygiene protocols on display.
- Please do not handle products, ask you stylist.
- Please re-book your next appointment prior to leaving to save us valuable time having to deal with phone / email appointment requests at a later date.
- Please exit the salon via the rear door

**PRICING:** Unlike other salons, we will not be increasing our prices at present, however we will unfortunately need to apply a temporary surcharge of £2 to each bill, irrespective of service, towards the cost of the PPE and hygiene control measures we are having to introduce. This surcharge will be removed once measures are no longer required.

**COLOUR SERVICES:** It has most likely been a while since your hair was coloured so if we need to use more product to return your hair to its beautiful condition, there will be a small one-off supplement to cover this. Your stylist will advise you during your consultation.