

LETTER TO CLIENTS

Dear Valued Guest,

Due to COVID-19, the Beauty Industry as we know it has had to undergo some serious changes. We pray that you and your families have been well through this government mandated Shut Down and Shelter in Place Order.

We are tentatively planning to reopen for hair care services by appointments only beginning _____, once the mandates have lifted and we have all the necessary components in place to lower the risk of exposure to or the potential spread of COVID-19. We are dedicated to creating and maintaining policies and procedures that will be centered on staying healthy and being well. To do so, we will need to adopt a *New Normal* moving forward.

We are in this together. Therefore, this will require your full cooperation at _____. We have put in place some *New Normal* processes that will allow us to provide a sanitized, *low-risk* environment in order to help to prevent the spread of COVID-19. A large part of that plan involves clients and staff equally being forthright about contact so we can track and maintain a COVID-19 free environment.

You will be asked to complete a digital COVID-19 **Evaluation Form** and a **Liability Waiver** via email prior to scheduling an appointment. Please sign and return all requested documents. If you do not have access to a computer, you will need to arrive 30 min prior to your appointment to fill out the necessary paperwork and to be evaluated prior to any services being rendered. You **MUST** pass the COVID-19 evaluation and agree with the new policies and processes put in place in order to receive any services or purchase any products. If you have been knowingly exposed or have any symptoms, *please stay home*.

The following are the new processes to help to lower the risk of spreading COVID-19:

1. Only the person being serviced is allowed to be in the salon. PLEASE DO NOT bring anyone with you. They will not be able to enter the salon.
2. We will not allow anyone to wait in our waiting areas prior to services state mandate suggest waiting in your car until you are ready to be serviced.
3. Prior to any services you must pre-sign the COVID-19 Evaluation Form and COVID-19 Risk Liability Waiver.
4. You may be required to pre-pay for your services before entering the salon. If so, this can be done by _____. Please request all services at the time of booking. We will not allow add on services.
5. We will be altering our schedule to _____ to maintain social distancing between stylists.
6. Your temperature will be checked. If you have a fever above 99.5 you will be asked to leave.

If you have prepaid, please refer to the following guidelines regarding account credit: _____

7. Every guest will be required to wash their hands for 20 seconds with anti-bacterial soap and very warm water immediately following your temperature approval.
8. All personal belongings must fit in your personal space at all times. It is suggested that you only bring in your phone and keys that will be sanitized upon entering or one personal item that will be sanitized upon entering .
9. Every guest will need to wear a face mask for the duration of the services and a warm therapeutic towel will be placed over your face while being shampooed. Our commitment to every guest is to keep a sanitized environment, practice social distancing and lower the risk of exposure to COVID-19 by always adhering to the new norm Best Practices listed.

During your session, we will adhere to the following practices:

1. Stylists and staff will have our temperature checked upon entering, if we have a fever above 99.5 you will be notified prior to your appointment. You will need to be rescheduled. You will be notified about the next available appointment within 24 hours. You will maintain an in-salon credit for the prepaid services to be applied to the rescheduled appointment.
2. Every stylist will wash their hands properly upon entering and in between each guest service.
3. Every Stylist will wear a mask and face shield during shampoo services.
4. Every stylist will swap out smocks in between each client.
5. Every stylist will use fresh sanitized utensils on each guest.
6. We will use freshly sanitized towels and capes on each guest or disposable capes and towels.
7. Every seat will be sanitized after each guest relocates during services.
8. We will rotate styling chairs and bowls for sanitation purposes.
9. We will keep a maximum of 2 clients per stylist to keep social distancing.
10. We will only be servicing clients 2 to 3 days a week to start because the salon will need to be sanitized after each working day.
11. We agree to supply personal protection equipment such as hand sanitizer. Remember, you MUST have a mask to be serviced. If we supply the masks and gloves, there will be a fee of _____.
12. We will keep you updated on any changes as soon as we are aware.

We are committed to making this transition between normal and our new normal as smooth as possible. We are looking forward to serving your hair care needs and equipping you with everything you need to also be able to maintain your hair yourself in the event you are unable to have the luxury of the salon environment.

We Are In This Together!

Sincerely,