

# SALON SCAVO

## STANDARDS OF HEALTH AND SAFETY

We are taking the necessary steps to make sure we have implemented the highest standards in hygiene and sterilization, keeping the health and safety of our team members and clients in mind. We have always been dedicated to the cleanliness of our salon and now we are taking it to the next level.

We will be seeing clients by appointment only no walk-in appointments until further notice. Our objective is to limit the amount of people in the salon at any given time. Spacing between people in the salon will be two meters or six feet apart. The only exception will be when you are receiving services from one of our team members.

### OVERVIEW

- The salon has been thoroughly cleaned with top-grade disinfectant prior to reopening, including all tools, surfaces, etc.
- After each client, all tools, shampoo bowls, workstations, chairs, etc. are cleaned and disinfected.
- We have removed all unnecessary items (magazines, newspapers and any other unnecessary paper products/decor) from reception areas and workstations.
- High-touch surfaces such as, washrooms, door handles, and common areas are sanitized on an ongoing basis.
- Hand sanitizer is readily available; we ask you sanitize your hands upon entering the salon.
- Hot beverages will not be available however we will be serving water in disposable cups. Outside beverages are permitted.
- All of our stylists are wearing face coverings and gloves (with the exception of our stylists as cutting your hair with gloves will not produce the same results).
- Movement throughout the salon will be guided by the physical distancing requirements.

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## PREPARING FOR YOUR APPOINTMENT

- Wear a face mask in the salon at all times. You may use your own, however we will also have disposable masks available.
- Please arrive five minutes before your scheduled appointment, as we will have limited seating available which will observe physical distancing regulations.
- Attend appointments alone. Friends, family members, children and/or pets will be asked to stay at home.

## ARRIVING FOR YOUR APPOINTMENT

- On the day of your appointment, if you feel unwell, we ask you reschedule.
- Upon arrival, you will be asked to confirm if you are feeling well – no fever, cough, or difficulty breathing or if you have been out of the country within the last 14 days or have been in contact with anyone who has been compromised.
- Please disinfect your hands upon arrival, using the restrooms and/or sanitation stations provided. It is advised to wash hands with clean water for a minimum of 20 seconds.

## DURING YOUR APPOINTMENT

- Clients receiving a haircut, will be provided with a laundered robe and a disposable cape.
- Colour clients will be provided a laundered robe and a disposable neck strip.
- If you wish to purchase retail products, our reception will collect the preferred products and disinfect them before handing over to you.
- A pin pad will be provided, and cashless payments will be both preferred and encouraged.

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## **ALL TEAM MEMBERS ARE REQUIRED TO**

- Wear a face covering at all times.
- Wash their hands, before and after every appointment.
- Clean and disinfect all tools with barbicide, before and after every appointment.
- Clean and disinfect their chair and station, before and after every appointment.
- Sanitize their hands throughout the service if they change tools or step away at any time.
- Stay home if they are sick and/or not feeling well.

## **RESCHEDULING OF APPOINTMENTS**

On the day of your appointment, if you are feeling unwell, please contact us immediately to cancel your appointment.

Due to the schedule changes of our team members, your appointments may not stand as it was previously reserved.

Our team will be working diligently to accommodate the many changes that have occurred.

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## **WE ARE GRATEFUL FOR YOUR SUPPORT AND UNDERSTANDING DURING THIS TIME.**

We understand that the sweeping changes to your upcoming salon experience have changed. Although very different from what we are all used to, we feel it is necessary to make these changes.

We are committed to providing our clients an experience that upholds our standards of service excellence despite these temporary adjustments we've made in order to continue to serve our clients.

We understand that this will be a big adjustment for our team and clients and we appreciate everyone's cooperation and understanding that these are unprecedented times and we must do what we can to do our part to help flatten the curve.

We may need to make adjustments along the way. So please be patient with us. Your health and safety are our top priority.

We will continue to update and fine tune our policy as new regulations are released. We encourage you to keep coming back here to get your updates.

We miss you all and look forward to seeing and serving each and every one of you.



Gianfranco Scavo