

# **Jax Hair & Beauty Salon**

## **COVID Secure Client Protocols**

- **Operate One-way system – Entry via Back Door Only and Exit Only from Front Door (Large carpark facility to rear of building for your convenience)**
- **Fewer people can visit the Salon therefore anyone with an appointment is instructed to come alone (exceptional cases agreed with management inc. Elderly or Disabled client requiring Carer assistance)**
- **All clients are requested to wear their own face masks during their visit.**
- **No Walk Ins will be accommodated**
- **No Children under 13 (this will be reviewed after 1 month and set times may be allocated to accommodate demand)**
- **All services have been increased by £5.00**
- **Appointments will be taken via Email/Facebook Messenger/Telephone.**
- **Reception will be reluctant to provide appointment cards for next appointments – please bring own pen/paper or SMS text/email will be sent from salon**
- **At this time guidelines advise us that we are unable to offer beverages. Unfortunately, clients will not be able to bring their own either.**
- **Deposits will be taken on booking to secure appointment**
- **Where possible please leave personal belongings including jewellery/handbags/umbrellas at home and during your treatment keep any items with you. Coat hanger will not be available.**
- **Well Being Questionnaire will be provided prior to appointment via Email/Text for completion and on entry for those unable to complete at home.**
- **All clients are asked to check their temperature prior to leaving home. On arrival temperature check will be done prior to entry (if above 37.5 degrees we will be unable to proceed with your treatment and will be happy to reschedule after 14 days self isolation)**
- **Card payments are preferable to cash – Banks have increased Contactless to £45**
- **Please do not arrive early for appointment – if so, remain in your car until stylist is ready for you**
- **If you are delayed by over 10 minutes unfortunately, we will not be able to proceed with your treatment that day due to timing restrictions in place**
- **All Team members will be wearing PPE including face visors, masks, gloves & aprons. Workstations and tools will be disinfected between each client.**

***These may seem extreme measures however we at Jax intend to keep our health & safety standards at a high level to ensure you are confident and comfortable during your visit.***

***This guidance will be on constant review and updated if and when possible.***