

## **Health and Safety Protocol for Guests**

### **What is this?**

This protocol has been made with your safety and our safety in mind. The staff at LS&B have worked very hard to make sure that this environment is kept up to date with the health board standards. Each stylist has taken the Barbicide certification course. Below is a detailed outline of how your experience will go during your appointment. We thank you for your continued support, through this time. We are happy to be able to provide the same exceptional service as always, just a little safer than before.

### **Before you confirm your appointment PLEASE READ**

Before confirming your appointment if you answer **yes** to any of the following questions please **reschedule** by calling, and not entering the salon for **14 days after** your appointment.

Have you **travelled** or been on a plane in the last **4 weeks**?

Are you or have you **experienced** any cold like **symptoms**, fever, any new/ worsening acute respiratory illness symptoms , new or worsening cough, shortness of breath/difficulty breathing, nausea, loss of taste and smell in the last **4 weeks**?

If you are experiencing 2 or more of the following please reschedule your appointment:

Sore throat or hoarse voice, runny nose , sneezing, or nasal congestion without other known causes, difficulty swallowing. chills, headaches, any new unexplainable symptoms of fatigue or generalized muscle aches. Nausea, vomiting, or abdominal pain, diarrhea.

Have you or anyone you have been in contact with **tested positive or presumed positive for Covid-19**?

Failure to be honest answering these questions will result in the loss of work for everyone in this salon, and possible spread of the virus to the rest of our guests. We will not tolerate dishonesty when it comes to the safety of our staff or guests. We will **not accept guests back into the salon that do not comply with this regulation.**

## What to expect when you arrive

- When you arrive please text or call your stylist to let them know that you're in your car ready and waiting for your appointment. PLEASE DO NOT ENTER THE SALON UNLESS YOU HAVE RECEIVED CONFIRMATION FROM YOUR STYLIST (either text or phone call). **Please do not bring anyone with you to your appointment, this means children as well.** We are only allowed a certain number of people in the salon at a time. **Be advised that you need to leave time for your appointment** as we have many sanitization procedures to go through between guests to make sure that everything is as safe as it can be. **Please be on time for your appointment, we will not accept appointments more than 10 minutes late no exceptions.** The reason for this is, if we are rushing that will lead to mistakes and we can't have that in the salon right now.
- Make sure to only bring the things you absolutely need into the salon. While you are waiting for your stylist, please keep all your belongings on your person. We are not offering beverages at this time. You are required to wear a mask from the minute you enter the salon to the moment you leave, therefore no water bottles or food are permitted in the salon as you can't remove your mask to eat or drink.

## What to expect during your appointment

- When you arrive after receiving your arrival text/call we will hand you a surgical mask to put on outside the front door. You enter the salon and go to the left. You will find a table with disposable masks and hand sanitizer. It is mandatory to wear a mask, and to sanitize your hands when coming in. When you have sanitized, and put on a mask head to the designated spot that says please stand here. Wait for your stylist to arrive.
- Your stylist will come and greet you and show you over to your designated chair. Your name will be on the mirror in front of your chair so you know this is your spot. This also lets you know every surface you touch has been fully sanitized for your safety. **You will not move around to different chairs in the salon.** We ask that you only get up when you have to, to use the bathroom, or be rinsed by your stylist. This allows us to be aware of surfaces touched so we can remain on top of sanitization.

- You will be given a freshly washed cape for your appointment. There will be times that your stylist will leave to start the sanitization process for the next guest of their tools. After having your hair washed your stylist will bring you to your chair, and then head back to the sink to sanitize the washing area.

## **What to expect at the end of your appointment**

- When it comes to checkout we are only allowing one guest and stylist at the cash at a time. We no longer accept cash for any reason, this means no cash tips as well. If using the debit machine is uncomfortable for you in anyway, we completely understand. You are more than welcome to send an email transfer to **[lockstockandbarrelsalon@gmail.com](mailto:lockstockandbarrelsalon@gmail.com)** If you would like to pay this way, notify your stylist before the end of your appointment so they can tell you the total and you can send it prior to leaving.

Again **we thank you for** your co-operation in making LS&B safe for everyone. We are so excited to have you back in the salon, even if it is a bit different. If you have any questions or concerns feel free to email **[lockstockandbarrelsalon@gmail.com](mailto:lockstockandbarrelsalon@gmail.com)**

Lots of love,

The LS&B Crew