



RETURNING TO WORK – COVID19 AGREEMENT

Firstly, I'm sure you're as relieved as I am to finally be able to get your hair done after being on lock down!

But there are just a few more things to cover before we do. Health and safety are still a big concern and something we should be putting at the forefront of all decisions for a good while.

For this reason, I've been advised to make some changes on my return to work which I need you to agree to, in order to enable the highest safety of yourselves, my other clients and myself.

What I'll be doing

For your assurance, I'd like to inform you that I will be wearing full PPE from the start of your appointment (including visor, gloves if doing colour work and disposable apron). I will be disinfecting all equipment thoroughly before and after every appointment to ensure you're kept safe. I'll be using Salocide for this, a completely safe hypoallergenic product that kills 9.99% viruses and bacteria within 2 minutes, the fastest on the market.

Due to the nature of my mobile work, I've been advised to control the working environment as much as possible to avoid spreading bacteria amongst locations. For this reason, I would like in the near future you all to attend my home salon which is currently being built and hope to have it ready in the next 3-4 months

One of the great things about having your hair done with me is that whether in my salon or at your home, it's a completely 1-to-1 service, so there's no concerns of having others around. The decision for a home salon has not been made lightly and will make my life so much easier and it will enable me to meet more demand as my business grows. It will also enable me to give you an all-round great service and protect you all more efficiently.

There will be a mobile service available, but this will be limited to set days once the home salon is open. I hope you will all be supporting me on this new exciting journey.

Protocols

- Please have a window open to keep the room well ventilated
- Disinfect all surfaces in your home where I will be performing your service, just before my arrival.
- Wear a disposable mask at all times during your service (I will provide if you don't have one)
- I'll be carrying hand sanitizer and will be washing my hands regularly
- Minimise the amount of people present during the appointment
- For hair cut appointments, please have your hair washed and ready for the service to begin.
- For colour appointments, due to avoiding unnecessary close proximity, I ask politely that you are prepared to wash your own during this service.
- Be prepared to pay via bank transfer or card payment I do have a new card payment machine available for this. No cash until further notice unless completely necessary.
- Be prepared that I may bring Saloncide antibacterial spray with me and use during the service on my equipment.
- All clients will wear a fresh gown and will be washing these on a 60degree wash before each client use, all gowns and masks for each client will be kept in a sealed sanitised bag

Colour clients

If you are a colour client, please be honest regarding whether you have had any colour applied to your hair during the lock down period. This will enable me to use the correct products on your hair to eliminate damage and colour build up. Of course, we will have an in-depth consultation at the start as always.

Due to the unknown effects of the virus, it is also compulsory for me to carry out another skin allergy test before applying any colour to your hair again. Especially new clients and those that have not had a visit in a long time.

The new client colour consultation will be done over the phone via face time or a telephone chat, I will be asking you to send in pictures prior to this call of your hair as it currently is and some inspiration pictures, this will enable me to assess your hair and talk with you about how we can aim to achieve your hair goal.

All skin tests will be sent out in the post for you to test at home this must be done prior to the consultation.

This way it limits contact time and saves valuable visiting time in my diary. There is a charge to this service of £15 this will also act as a deposit towards your future colour service.

While these are not perfect circumstances, I ask whole heartedly that you abide by the above rules to the highest extent and I trust that you will. As it's unsure how long the virus will be around, I wish that you respect my health and the health of other clients fully.

To show that you agree and will adhere to the above protocols you will be asked to sign a hair colour consent and waiver form.

You will also be asked a series of health questions prior to your appointment to help and prevent the spread of covid19 you will also be asked to sign that you have understood and will adhere to the new protocol.

These precautions are something that all professional and respectable hairdressers should be taking on currently and are necessary for the time being.

Above all I wish that we all stay safe and healthy so I can continue to do your lovely locks for as long as possible and continue to provide you with a service that is unique to you.

I miss you and see you soon!

Kind Regards,

Claire