

COVID 19 - GUEST GUIDE

To ensure your health and safety we've put together a quick guide to ensure you still get a great experience whilst we all keep to the government guidelines.

HOW TO PREPARE FOR YOUR VISIT

- * Please ensure you have booked your appointment in advance, you can request an appointment at www.studio2horsham.co.uk
- * You may receive a phone call from your stylist prior to their appointment to discuss your style and/or colour.
- * If you have used a home hair colour, please tell reception. **You will need another Sensitivity Test at least 48 hours before your appointment.** These can be posted or clients will be able to pick one up from the salon at an agreed time.
- * All consultations will be supported by the stylist's portfolio on an iPad to reduce hand contact. You are encouraged to research images of your desired colour/style if you are wanting a fresh look.
- * Sadly we cannot provide refreshments or magazines at this time so please bring your own if desired.
- * **UPDATE 28.07.20: Face coverings are strongly advised. There will also be masks available in the salon to purchase at the current cost price. Your stylist will be wearing a visor.**

ON THE DAY

- * All entry to the salon will be by appointment only or controlled by the person at reception.
- * Please arrive promptly for your appointment. The salon is unable to accommodate "waiting" guests. We're really sorry, but late arrivals may need to be rescheduled.
- * Hand sanitiser will be available.
- * Whilst your stylist will wish to catch up with all your news, please allow them to discuss your hair needs first so that they can complete your service in the required time.
- * Payment will be by credit/debit card, contactless up to £45 or ApplePay.
- * Please do not touch any product on display, if you need anything we will bring it to you.
- * Gratuities will need to be brought in cash, and placed in a container at your stylists work station.

BOOKING YOUR NEXT APPOINTMENT

- * We anticipate demand will be high for some months so please book your next appointments whilst in the salon.

IMPORTANT NOTES

- please read -

- * **Please do not attend your appointment if you become unwell and/or display Covid-19 symptoms (cough, high temperature and loss of sense of taste and smell).**
- * The salon will be cleaned and sanitised regularly with each work station being cleaned between guests.
- * Each stylist will have one client at a time.
- * Friends and family members will not be able to attend the appointment as well. In the case of child cuts, only one adult can accompany the child.
- * Notices will be displayed in the salon to inform you of our new procedures.
- * Your stylist may not be able to add extra services on the day. Any change to the appointment booked may result in re-scheduling all or part of the appointment.
- * Please tell a team member if you touch a tool/product without their knowledge so that it can be cleaned.
- * The bathroom will be available.
- * Please note that some services may not be available.

Revised 28.07.20

We thank you for keeping yourselves and our team safe at this time.
Mandy and the team xxx