



ADERANS UK COVID 19 SALON GUIDELINES

OUR COMMITMENT TO OUR CUSTOMERS

The safety of our staff and customers remains our top priority as such we promise to provide you with a safe environment that complies with the guidelines issued by the UK Government

1 OUR SALON

- We have professionally deep cleaned the salon before reopening and will do so weekly thereafter
- We have rearranged the salon to adhere to the strict social distancing guidelines
- After each consultation all surfaces will be thoroughly cleaned with the appropriate disinfectant products
- All items of equipment will be disinfected before and after each consultation
- Disposable gowns and towels will be used at all times
- We will ensure there is adequate ventilation throughout the salon with doors and windows open wherever possible

2 OUR TEAM

- All team members are trained on all aspects of Covid 19 relating to risk, health & safety procedures and completed a Barbicide Covid 19 course
- We have agreed social distancing for our team in all staff communal areas
- Staff will not attend the salon if they have a temperature, or are feeling unwell or if a person in their household is unwell or is self-isolating

3 OUR PROFESSIONAL SERVICES

- We have reviewed all our services and removed any that we feel will be unsafe at this time
- Our team will wear gloves, masks and aprons on the salon floor and all team members will wash/sanitise their hands before and after every customer interaction
- PPE will be replaced after every customer consultation
- New customers will have a virtual consultation to assess their needs and ensure the right consultation time is allocated
- Consultations will be carried out in a private consultation room and not in the show room

4 CUSTOMER ARRIVAL AND RECEPTION

- All consultations will need to be pre-booked as no walk ins are permitted
- Please arrive on time as no waiting will be allowed in the reception area
- All consultation times will be staggered
- Please attend your consultation alone, unless you require physical assistance by a carer/helper
- You will receive a warm welcome, but no handshakes or hugs allowed
- Hand sanitiser must be used when entering the salon
- PPE will be provided to you if required
- Please minimise your personal belongings as you will be asked to keep these with you at all times
- We encourage you to use contactless payment and cashless where possible
- You will be taken directly to the private consultation room upon arrival to avoid contact with any other customers

5 WE ASK YOU, OUR CUSTOMERS TO

- Arrive at the time agreed to maximise social distancing as customers will not be able to use our waiting area on arrival
- To wear the PPE provided by us as you enter the salon
- To wash your hands or use hand sanitisers before and after each service
- We will not be serving refreshments
- We will not have any magazines or brochures in the salon
- Please contact us and re-arrange your consultation if you have a temperature or are feeling unwell; or if any person in your household is unwell or is self-isolating.
- We are happy to discuss any of your individual concerns, please feel free to call the salon or speak with a member of the team
- We will require your contact details before leaving the salon so that if we do have a Covid 19 incidence we can contact you immediately

We reserve the right to amend or adjust these guidelines based on government policy and new research to protect the safety of all our staff and customers.