



# The Essentials

## Beauty Salon

### Client Guidelines and Salon COVID Secure Procedures



We will call you 48 hours prior to your appointment to confirm that you have not had any of the following symptoms: A new cough, high temperature, fever or loss of taste or smell. **IF YOU HAVE PLEASE DO NOT ATTEND YOUR APPOINTMENT.** We will rearrange it for at least 2 week's time.



Pre-booked appointments only please. No walk-ins.



Please attend your appointment on time. If you arrive early we will ask you to please wait outside until your appointment time. If you are late we will have to rearrange your appointment.



Please attend your appointment alone. No friends or children. If you require any assistance into the salon please tell us when booking your appointment.



You will be required to wear a face covering during your time with us. We will provide one for you when you arrive.



Please use hand sanitiser provided when entering and exiting the salon.



You will be asked to fill out your contact details and COVID screening when you arrive at the salon. This is essential for the governments Track and Trace policy.



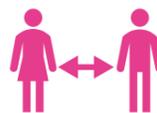
Please bring minimal belongings with you and place them in the box provided your therapist.



Our refreshments service will be limited at this time. Bottled water will be available but we advise you bring a drink with you.



The Essentials team have been trained in the correct PPE required. Extra time will be allocated to every booking for deep cleaning each area in between each client. Disposable client items will be used where necessary being mindful of excess waste.



Please adhere to social distancing of 2 m between the team and other clients wherever possible.



Toilet and washing facilities are available. Please read and follow the advice on hand washing and hygiene displayed in these areas.



We are taking contact-less payments only at the moment. No cash please.

A £5 COVID Secure Charge will be charged upon booking to each client per visit. This is to cover all additional costs the salon has had to incur to adhere to the government guidelines and to be COVID secure.



If you wish to tip any of our team please bring the correct change with you. We are unable to give change or add it to your card at this time.



Brochures and leaflets will not be available at this time. Information can be found on our website [www.the-essentials.co.uk](http://www.the-essentials.co.uk)



Most of all please be kind and respectful to all team members during this transitional period into the new normal. We have had to make difficult decisions to keep our team and clients safe and the salons COVID secure and for the survival of our business.

We hope to relax some of these restrictions once the government advice tells us it is safe to do so.  
If you have any questions please call or email Emma [emma@the-essentials.co.uk](mailto:emma@the-essentials.co.uk)

Thank you for your patience, understanding and loyalty to us.