



GUIDELINES FOR YOUR APPOINTMENT

1 **WAIT IN YOUR VEHICLE**

When you arrive, please wait in your vehicle with your phone available. I will call or text you when I am ready to meet you at the main entrance of Phenix Salon & Suites. The door will remain locked to keep all areas clean and help us socially distance appropriately when available.

2 **WEAR A MASK**

A mask must be worn prior to entering the Phenix Salon & Suites. Please have your mask properly fit upon your face **BEFORE** arriving at the door. All suite owners will be wearing masks as well. If you choose not to wear a mask, I will not be able to preform your service per the Governor's order and the Board of Cosmetology and in good conscience to keep myself and my family safe during this unique time.

3 **HEALTH SURVEY**

Before entering the premises, you will asked to take a brief verbal health survey upon our meeting at the entrance of Phenix Salon & Suites. As we answer these questions I will also take your temperature as an added measure of safety. Answering yes to any of these questions could result in rebooking your appointment for a later date. Hair Love reserves the right to refuse service for any reason without explanation. Plan to answer the following questions:

- **Have you recently had a cough?**
- **Have you recently had a fever?**
- **Are you living with anyone who is sick or quarantined?**
- **Have you traveled on a plane within 14 days of appointment booking?**
 - If yes, for your safety and mine, you will be asked to reschedule your appointment at a minimum 14 days later.

4 **TEMPERATURE**

I will be taking my temperature at the beginning of each day. I will ask to utilize my touchless thermometer to take your temperature before you enter the doors of the Phenix for your service. For all temperatures at or above 100.4°, for either clients or myself, the result will be to leave the premises. As I have done for the entirety of my career, I will not put my valued clients and friends at risk by working with a fever, symptoms of the virus or any other illness.

5 **WASH HANDS**

Once we enter Hair Love @ Suite #108, we will both clean our hands with soap and water.

6 NO BEVERAGES OR MAGAZINES

I am unable to offer beverages or magazines at this time. I would prefer no beverages or food to be brought in to comply with mask wearing.

7 ONE GUEST AT A TIME

Only **ONE salon guest** at a time to properly follow guidelines per the Governor's Order and the Board of Cosmetology.

8 CHILD HAIRCUTS

If you are coming in for a CHILD haircut only (16 years and under), please come in with clean hair. Less shampooing helps reduce germs spreading to another area. A child 10 years and under are allowed to be accompanied by an adult.

9 NO BLOW DRYING

At this time, I will forgo blow drying until further notice. The blow dryer may be used to remove hair from cape, but no actual blow dry styling. Please plan accordingly.

10 QUIET SHAMPOO

When I am shampooing your hair, please refrain from talking to keep minimal exchange due to very close contact. Please relax and enjoy some much needed pampering.

11 TIMELY APPOINTMENTS

Please be mindful of your appointment date & time. With added safety protocols, I can't afford to have missed or late appointments.

12 CANCELLATIONS AND NO SHOW

If you have to cancel, please give me 24 hours. If you no show your appointment, you will be asked to prepay for future appointments to hold appointment time.

13 HAIR COLOR EXPECTATIONS

Your outgrowth may require more than one appointment to achieve "pre-pandemic" look.

For major color changes or a complete new look, be prepared for a multiple appointment plan due to limited appointment times following the three-month break. If you are looking for a major change, please come with an idea and we can make a plan.

14 PRICING

With client and family safety top of mind, I moved Hair Love to a single suite to offer my services. Due to an increase in rental fees for the single suite, I must increase my prices to cover the new space and sanitation efforts.

I want so badly to be back to work and taking care of your hair. I know this is all a lot of information, but the regulations put forth by the Board of Cosmetology along with my additions make me feel safe in this new environment.

Please call me if you have any questions or concerns.



color
CUT
STYLE