



## *To Our Amazing Clients,*

We miss you and can't wait to see you again! We want to thank you for your patience during these challenging times and we hope you and your loved ones are safe and healthy. We are thrilled to announce that Total Look Salon & Spa *re-opened to serve you on June 1, 2020!*

We want to take some time to share with you some of our new best practices aimed at keeping you and our staff healthy.

- *Cleaning:* Prior to re-opening, our facility was thoroughly cleaned and is continually cleaned on a regular basis. This includes bathrooms, hand rails, door knobs, etc. Styling stations, chairs, shampoo bowls, shears, combs, brushes, tweezers, razors, etc. are all sanitized between EVERY client.
- *Social Distancing:* We have split our Service Providers into shifts so we can reduce the number of people in the building at any one time. Our business hours have been expanded to allow for the shifts and appropriate social distancing. Service Providers are working in every other station in order to keep a safe distance between individuals.
- *Face Masks, Face Shields and Eye Protection:* Our staff is required to wear face masks and face shields or other eye protection. We also require you to wear a mask to your appointment. **We ask that you wear a mask that secures behind the ears in order to leave your hair free.**
- *Acrylic Dividers:* Acrylic dividers have been set up at the front desk and manicuring stations for additional protection.
- *Arrival:* We ask that you arrive for your appointment at the time scheduled and no earlier. All services are by appointment **ONLY**. Waiting rooms are closed and no exceptions can be made. If you arrive early or if we are running behind, we will ask you to wait in your car until we notify you to enter the salon.
- *Sanitation Stations:* We have sanitation stations set up at each entrance before you enter the salon. You will be provided a sanitizing hand wipe to use prior to entering the salon.
- *Touchless Greetings and Goodbyes:* We will **NOT** be shaking hands, hugging or providing any other unnecessary physical contact at this time.
- *Conversations:* The State has asked us to limit verbal communication while within 6 feet to the extent practical.
- *Limited Changing Room:* Clients will be handed a clean gown and a plastic bag upon entering the salon. Fresh capes will be used for each client. Although all client gowns and capes are freshly laundered, if you prefer to wear your own, please make sure it is either color safe or that you are not concerned with any stains, etc.
- *Limited Personal Items:* Please limit any belongings you bring to your keys, phone and a form of payment. We ask that you keep all of your belongings in the bag provided.
- *Limited Guests:* Because of waiting room restrictions, we ask that you bring no children or guests with you unless they also have a scheduled appointment.
- *Limited Services:* In compliance with government mandates, services will be limited to services that do not require you to remove your face mask.
- *Refreshments:* While self-service is not permitted, we will continue to provide beverages upon request in disposable cups/bottles. NO food will be provided or permitted.
- *Magazines:* As they cannot be properly sanitized, no magazines will be provided.



- **Color:** If you have applied anything other than a rinse or a wash out product since your last visit, please call the desk prior to booking any appointments so we can discuss whether it will need to be removed prior to haircoloring services in order to reserve the appropriate time.
- **Color Processing:** If you prefer to stay in your car while your color processes, please let us know and we will text you when it is time to remove your color.
- **Safety and Wellness Fee:** Due to increased costs, a charge of \$5.00 per visit will be added to every invoice.
- **Appointments:** While we encourage you to make your next appointment while at the salon, we will call you after your appointment to schedule your next visit in order to limit time at the front desk if preferred. As always, we will confirm your appointment(s) by phone, text and/or email.
- **Health Condition:** If you have been recently ill or around someone who has been recently ill, we ask that you wait and reschedule your appointment 14 days after you are well.
- **Limiting Risks:** These measures are designed to limit the risks of visiting our salon. Clients visiting the salon during this time should be aware of the potential risks. While we will not decline an appointment for these reasons, clients over the age of 65 or with any health conditions are advised to stay home and stay safe.

We are continually working with two pandemic experts on implementing the best practices to keep both clients and staff healthy and safe. We have been certified in the Barbicide Sanitation course and the Barbicide COVID-19 course, the gold standard in our industry. We have also been certified by the State of Connecticut and are incorporating extensive new and improved sanitation practices in every aspect of our operation. As such, we ask for your patience and understanding during this stressful time of change and uncertainty. We look forward to seeing you soon!

*Cher*

