

Dear Client,

We are beyond excited to welcome our wonderful clients back into our salons. We have been working hard to make sure our salons are as safe as possible for staff and clients.

Here is some information about our new procedures to prepare you for your visit. We want you to enjoy your time with us as much as possible, but its important to be aware that the salons have changed and your visit with us will be different to your last one.

Firstly, if you are feeling unwell or showing any COVID symptoms please stay at home. We reserve the right to refuse a client if we feel they are unwell. If you feel you need to cancel your appointment please give us as much notice as possible as we are trying to accommodate all our customers and are very limited in the amount of people we can look after in a day. Of course, if any staff show symptoms they will be sent home immediately and we may need to rearrange your appointment.

**All our staff will be wearing PPE and and in line with the Scottish Gov recommendations we ask clients to wear a mask (unless exempt). We will have masks for sale should anyone want to purchase one. Clients will be asked to wear a disposable gown as soon as they enter the salon.**

We have staggered appointments to try to avoid clients meeting in the reception area. We have also created check out hubs, where you can check out quickly away from the desk area.

We have removed 50% of our working stations, so we will only have half the team working at one time. Please come to your appointment alone and arrive on time. (we can not let you in if you arrive extremely early and we may not be able to except customers running late).

Please make sure you are booked for the correct process, especially with hair colouring services. Also, if for what ever reason you are not happy with work you've had done, we may need to rebook you to another day to to correct the issue, staff wont have the ability to squeeze things in.

Clients will be asked to sanitise their hands on arrival, or as they move around the salon.

Magazines will no longer be available so please bring one of your own choice, a book, kindle or phone.

Please only bring essentials belongings with you to the salon.

Where possible please pay by card, machines will be cleaned after every use.

We ask clients to inform a member of staff if they need to visit the toilet.

Only tap water will be available, our coffee bars are temporarily closed.

**Thank you for your understanding and patience. Please support us as we learn to work in this new way. #GoLime**