



Important information regarding our response to Covid-19/Coronavirus

Dear Our Wonderful Clients,

We will try to keep the following information as clear and concise as possible, to make you aware of changes we have put into place within the salon for your safety and ours. It is extremely important that these rules and guidelines are adhered to, to allow us to operate in a safe manner and also to follow the information provided to us from the Government and the Beauty Council.

We will be operating with a reduced number of staff, only 3 therapists will be able to be within the salon at one time as well as our reception staff. We will have only 2 nail tables occupied at any one time and the other therapist will be using the treatment room or HD Brows station. This means there will be a longer wait for appointments due to our shift rotations.

You will be required to fill out a full consultation form that will be sent to you via email prior to your appointment to reduce the risk of cross-contamination and you MUST let us know if you are currently experiencing any symptoms of Covid-19 or have been in contact with someone who has had the infection within the last 14 days. We reserve the right to refuse treatment at any point.

There will be hand sanitiser provided in every area of the salon, but we will ask everyone to wash their hands for a minimum of 20 seconds before we begin any treatment – we will be doing this too.

We may ask to take your temperature before you enter the salon with a contactless thermometer.

WE CANNOT ACCEPT CASH PAYMENTS – CARD ONLY.

There will be no waiting area, you may be asked to wait outside the salon until your appointment time, there will be markers on the floor in place to indicate where it is safe to stand to wait when queuing to pay for your treatment. Please do not be offended if we ask you to wait outside if you arrive too early for your appointment.

NO children OR guests will be allowed to enter the salon with you for your appointment. There are NO exceptions. We must keep the number of people in the salon to the absolute minimum to adhere to social distancing rules. If you are in a vulnerable category or require a carer, we will not be able to perform any treatments for you until the Government relax restrictions – we are extremely sorry for this but it is completely out of our hands.

Treatment times will increase as we must allow time to replace and change PPE as well as sanitising areas and changing tools.

We require you to wear a mask or face covering during nail treatments/pedicure treatments, if you do not have one we have them in the salon which we can provide and will add the cost to your treatment.

You may notice a cost increase in your treatments, this is to cover the extra PPE we are using, sanitising products and the new timings for treatments as if we do not include this, we are very unlikely to be able to continue to operate in the long term.

Drinks will no longer be available, we will have a water cooler with disposable plastic cups.

We will be thoroughly cleaning and sanitising the salon constantly, cleaning down the door handles, light switches, everywhere! So please be assured that we are doing everything we can to prevent the spread of Covid-19.

We expect these measures to be temporary until the Government provide further information on the next stages, as we progress out of the pandemic.

We apologise for any inconvenience that this may cause, but are so thankful for your constant support.