



## **Covid19 – updated Salon policies:**

- We ask you to stay home if you are feeling sick, have a fever, cough or shortness of breath, please use the [self assessment tool](#) > it is mandatory that you cancel
- Please do not visit if you have been out of the province and/or the country (follow guidelines to self isolate)
- Please do not visit if you have a sick family member in your house
- Upon arrival, please use hand disinfecting gel, that we will be providing at the entrance for your convenience. You may opt to wear gloves if you want; note that we are not able to supply them as they are hard to find, and we must reserve our stock for our team.
- For your safety and ours please wear a mask, it is mandatory, (if you don't have a mask; we can supply you one at a minimal cost)
- We will allow a limited number of guests into the salon, please expect wait times outside
- We also reserve the right to lock the doors when we are at maximum occupancy
- Please follow the signs and markers to move around in the salon
- our Kitsilano location established a one-way policy (entrance through the front door, exit through the back)
- Follow the instruction of our personnel
- No guests or children and pets (except service animals) will be allowed at this time (sorry!)
- Remember to physical distance, when not possible face away from one another and move fast
- No cash, currently we are only accepting debit and credit card, as contact-less payment is preferable
- We will not be able to accommodate late shows, as it will take time away from our sanitation process
- Please arrive to your appointment timely (no more than 10 minutes early) note that we may ask you to wait outside if our establishment is still at full capacity and that our waiting area is currently closed. Our coat check will be unavailable; please bring a large shopping bag where you can deposit all your belongings and keep them safe from contact with other guests clothing.
- Note also that our refreshment services are limited to water in disposable cups; and that all magazines, menus and business cards have been temporarily removed for your safety.

Furthermore:

- Our appointment times will be extended, to give our estheticians enough time to clean and sanitize after each client
- At this time, we are not able to provide facials and full-face threading/waxing
- we are currently not excepting any large group bookings
- Manicures and pedicures including gel will no longer be available for online booking, please contact us via phone to ensure adequate social distancing between clients
- We will not be able to accommodate walk-ins, please book appointments either by phone or through our [online booking agent](#)
- we strongly encourage you to order all your skincare needs online and arrange for pick up or delivery