



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

- **Please be kind and respectful**, we understand this is a challenging time, we are trying to do our part to keep everyone safe and trying to keep our doors open
- We ask you to stay home if you are feeling sick, have a fever, cough or shortness of breath > 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
- **on the day of your appointment you will be asked to fill out our pre-visit Covid19- questionnaire**
- **we will take your temperature upon entering our salon (touch-less)**
- 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)
- 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.
- **Please dress for the weather as we may ask you to wait outside if our establishment is at full capacity (see capacity limit signs and owner's and managers discretion)**
- 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
- 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