



Covid19 – updated Salon policies:

- **Please be kind and respectful**, we understand this is a challenging time, but we are at the end stretch
- Please 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 complete 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
- For your safety and ours please wear a mask, it is **mandatory**
- 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 capacity
- 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)
- Please follow the instruction of our personnel at all times
- At this time we can't accommodate guests or children and pets (except service animals)
- Please remember to physical distance, when not possible face away from one another and move fast
- We encourage you to use debit and credit card only, as contact-less payment is preferable and no cash is kept on the premises
- Please understand that 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 5 minutes early), please note that we may ask you to wait outside if our establishment is still at full capacity
- Our coat check is currently 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
- we are currently not accepting 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