

GREEN & CO

Sustainable Salon

POST CORONA SALON GUIDE
FOR CLIENTS



CONTENTS

INTRODUCTION – 1

PLAN OF ACTION – 2 & 3

OVERVIEW OF SALON CHANGES – 4 & 5

OVERVIEW OF OUR NEW WAY OF OPERATING – 6

PPE & RESOURCES FOR OUR STAFF – 7

PPE & RESOURCES FOR CLIENTS – 8

NEW SYSTEMS & GUIDELINES

– INTRODUCTION – 9

– GLOVES – 10 & 11

– HAND CLEANSING PROCEDURE – 12

– APRONS & GOWNS – 13

– MASK & VISORS – 14 & 15

– LAUNDRY – 16

– SANITISATION OF WORK AREA & TOOLS – 17

– BEVERAGES – 19 & 20

– MAGAZINES & BOOKS – 21

– CLIENT BELONGINGS – 22

– WAITING AREA – 23

– CLEANING PRODUCTS & RESOURCES – 24

– CLEANING SCHEDULE – 25

– TEMPERATURE CHECKS & CLIENT
QUESTIONNAIRE – 26

APPOINTMENTS

RESCHEDULING MISSED APPOINTMENTS –
27

FOR THOSE ON OUR PRIORITY LIST &
SKIN TESTING – 28

REBOOKING GOING FORWARD – 29

CANCELLATION POLICY – 30

PRICING – 31

PAYMENTS & VOUCHERS – 32

SERVICES THAT WILL NOT BE AVAILABLE
FOR NOW – 33

SUMMARY OF SAFETY MEASURES – 34 &
35

SUMMARY OF CHANGES TAKING AFFECT
ON REOPENING – 36 & 37

THANK YOU – 38



INTRODUCTION

WE WANTED TO POP SOMETHING TOGETHER FOR YOU ALL TO HAVE BOTH AS REASSURANCE, AS WELL AS A GUIDE TO LET YOU KNOW WHAT TO EXPECT FROM THE SALON WHEN YOU COME FOR YOUR APPOINTMENT.

WE WANT TO THANK YOU ALL, FROM THE BOTTOM OF OUR HEARTS FOR YOUR PATIENCE, UNDERSTANDING, SUPPORT AND CONTINUED LOYALTY TO US. IT REALLY DOES MEAN THE ABSOLUTE WORLD TO US ALL, AND YOU ARE ALL SUCH INCREDIBLE, BEAUTIFUL AND KIND PEOPLE.

AS YOU KNOW, OUR PRIORITY HAS BEEN, AND ALWAYS WILL BE TO KEEP EVERYONE NOT JUST WITHIN THE SALON, BUT THOSE GOING OUTSIDE THE SALON TO THEIR FAMILIES AND FRIENDS SAFE. THATS WHY WE FEEL THAT WE AS A TEAM, AND YOU ARE ALL PART OF OUR TEAM, THAT WE NEED TO SEE THE IMPORTANCE OF THESE NEW SYSTEMS & STRATEGIES THAT HAVE BEEN PUT IN PLACE, SO WE CONTINUE TO WORK (WHEN WE CAN), IN THE SAFEST POSSIBLE ENVIRONMENT FOR EVERYONE. IT IS EVERYONES RESPONSIBILITY TO IMPLEMENT THE NEW "NORMAL", AND WE NEED TO CONTINUE SUPPORTING EACH OTHER FULLY TO BE ABLE TO DO THIS SUCCESSFULLY.





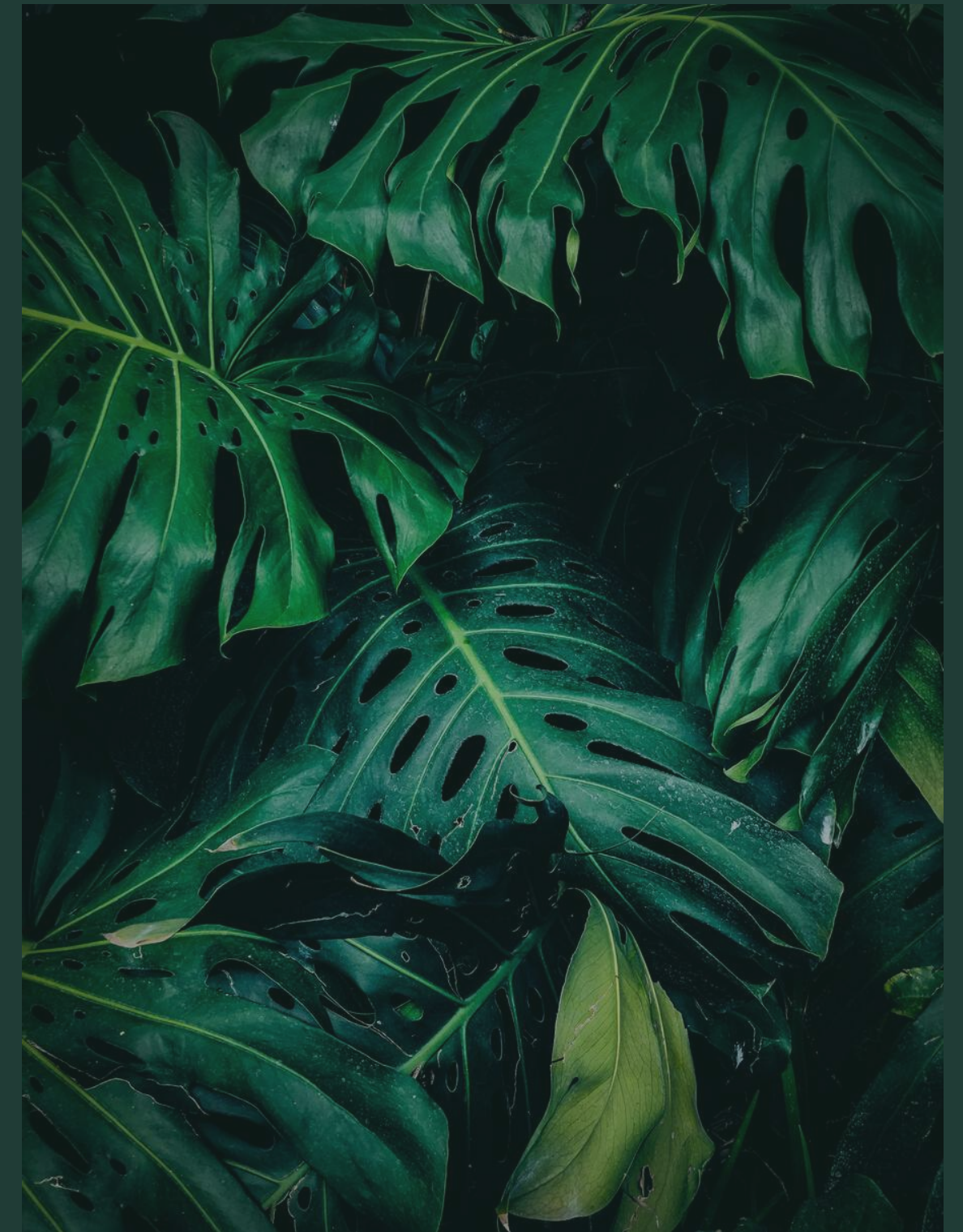
PLAN OF ACTION

WHILE THE GOVERNMENT ARE YET TO RELEASE OFFICIAL GUIDELINES ON THE STEPS WE MUST TAKE LEGALLY TO OPEN, WE WANTED TO BE ABLE TO GIVE EVERYONE PEACE OF MIND BY PUTTING THINGS IN PLACE AS SOON AS POSSIBLE.

THESE ARE LARGELY BASED ON WHAT OTHER COUNTRIES HAVE IMPLEMENTED, AND MAY NOT BE NECESSARY. HOWEVER, OUR VIEW IS THAT WE WOULD MUCH RATHER HAVE DONE MORE THAN ENOUGH, WITH THE OPTION TO POTENTIALLY DRAW BACK A LITTLE WHEN WE FEEL IS RIGHT, THAN HAVE ANYBODY FEEL UNCOMFORTABLE.

IF YOU FEEL THERE IS ANYTHING WE HAVE MISSED AT ALL, OR HAVE FURTHER SUGGESTIONS, PLEASE DO LET US KNOW. EQUALLY, IF YOU WANT TO IMPLEMENT YOUR OWN PERSONAL PRECAUTIONS, THIS IS ABSOLUTELY FINE. LET US KNOW AND WE WILL ACCOMODATE YOUR NEEDS.

AT PRESENT, THE GOVERNMENT IS GIVING RELATIVELY SHORT PERIODS OF NOTICE FOR NEW MEASURES BEING PUT IN PLACE (INCLUDING THE REOPENING OF ESTABLISHMENTS). AT THE MOMENT, THIS STANDS AT THE 4TH JULY, AT THE EARLIEST.





PLAN OF ACTION

WE FEEL THAT EVEN WITH THE LENGTH OF TIME WE HAVE BEEN CLOSED FOR, REOPENING WITH POTENTIALLY TWO DAYS NOTICE IS GOING TO BE A RISK. AS WE WON'T HAVE BEEN GIVEN THE OPPORTUNITY TO PRACTISE AS A TEAM, THE NEW MEASURES THAT NEED TO BE STRICTLY ADHERED TO.

OUR PLAN ON THIS FRONT IS TO DELAY THE OPENING (FROM WHEN BORIS SAYS WE CAN OPEN) FOR AT LEAST A FEW DAYS, SO WE CAN REGROUP, HAVE THE OPPORTUNITY TO TRAIN A LITTLE, AND MOST IMPORTANTLY GO THROUGH THE MOTIONS OF THE NEW NORMAL IN A "MOCK UP" SALON VISIT. THIS WILL ALSO GIVE US THE OPPORTUNITY TO GET IN TOUCH WITH THOSE WHOSE APPOINTMENTS WERE EFFECTED THROUGHOUT THE CLOSURE, AND RESCHEDULE THEM SEAMLESSLY AND EFFICIENTLY, AS THIS IS NOT SOMETHING THAT CAN BE RUSHED. ON THIS BASIS WE WOULD BE LOOKING TO OPEN ON OR AROUND THE 10TH JULY.

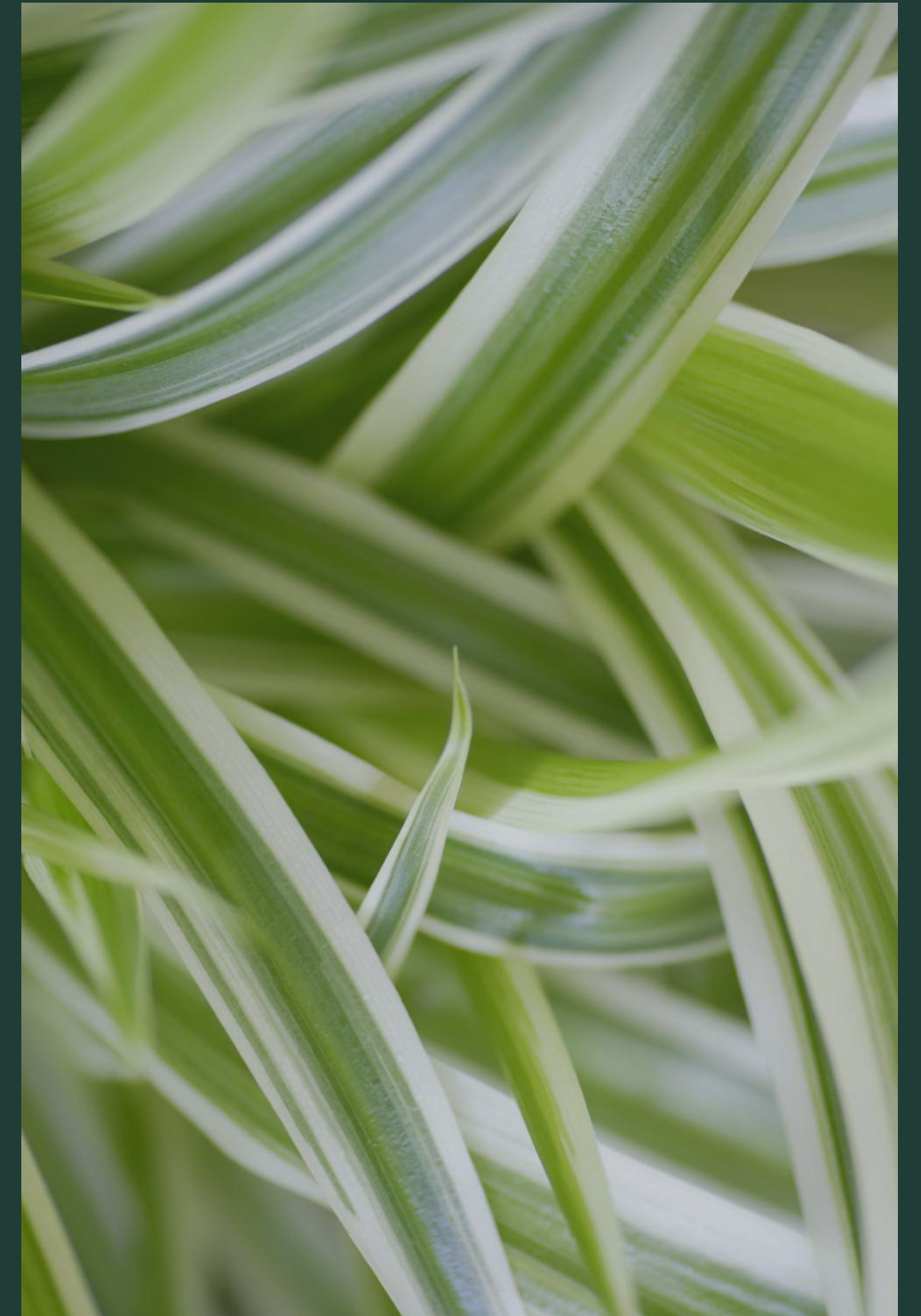
REMEMBER, THESE ARE GUIDELINES AT PRESENT, NOTHING IS ABSOLUTELY SET IN STONE, AND EVERYTHING WILL BE UNDER CONSTANT ASSESSMENT TO MAKE SURE WE ARE DOING ENOUGH, OR IF WE FEEL WE ARE DOING TOO MUCH THAT IS ADDING UNNECESSARY PRESSURE.



OVERVIEW OF SALON CHANGES

SOCIAL DISTANCING WILL BE EVER PREVALENT FOR A LONG TIME NOW,
TO COMPLY WITH THIS WE HAVE:

- RELOCATED OUR BACKWASHES, ADDING AN EXTRA ONE IN TO WHAT WAS THE BEAUTY ROOM. WE WILL NOT BE ABLE TO USE THEM ALL AT ONCE. SO FOR TREATMENTS & TONING, WE MAY REQUIRE YOU TO BE SAT BACK AT THE STYLING UNIT.
- WE HAVE REMOVED THE MIDDLE TWO STYLING CHAIRS, BUT HAVE CREATED AN ADDITIONAL ONE. THIS WILL STILL LIMIT US ON HOW MANY PEOPLE WE CAN HAVE WITHIN THE SALON AT ANY ONE TIME.
- STAFF WILL BE WORKING STAGGERED/PHASED SHIFTS ON OPENING. THIS MEANS THEY WILL BE WORKING LONGER DAYS, SO THEY WILL BE HAVING MORE BREAKS.
- WE WILL NOT BE OPERATING OUR SALON WAITING AREA SO WE CAN KEEP THE AMOUNT OF PEOPLE WITHIN THE SALON TO A MINIMUM.
PLEASE SEE FURTHER ON, MORE DETAILS ON THIS.





OVERVIEW OF SALON CHANGES

– MEGAN WILL BE WORKING ALONE ON MONDAYS, AND SOME SUNDAYS FOR THE FIRST FEW WEEKS. THESE DAYS WILL BE PRIORITISED FOR THOSE THAT MAY BE AT MORE RISK OR ARE IN CLOSE CONTACT WITH THOSE AT RISK, BUT ARE NOT BEING SHIELDED. IF YOU ARE BEING SHIELDED, UNFORTUNATELY WE WILL NOT BE ABLE TO ACCOMMODATE YOU UNTIL YOU AS WE CAN NOT OVERRULE THIS DECISION AND OUR INSURANCE WOULD BE VOID. HOWEVER, WE ARE STILL ON HAND ACROSS SOCIAL MEDIA, PHONE, AND EMAIL TO OFFER ADVICE AND TIPS TO MANAGE YOUR HAIR.

– WE APPRECIATE THE NEED FOR AN INCREASED AMOUNT OF DISPOSABLE, SINGLE USE ITEMS. AS YOU ARE AWARE, THIS DOES NOT RUN VERY WELL WITH OUR ECO FRIENDLY ETHOS. WHERE POSSIBLE WE HAVE SOURCED BIODEGRADABLE ITEMS, OR CHOSEN TO INVEST IN REUSABLE ITEMS THAT WILL BE LAUNDERED AFTER EACH USE. OUR ETHOS IS STILL INCREDIBLY IMPORTANT TO US AS A TEAM, AND WE CONTINUE TO STRIVE TO BE KIND TO THE PLANET THROUGH OUR WORK.

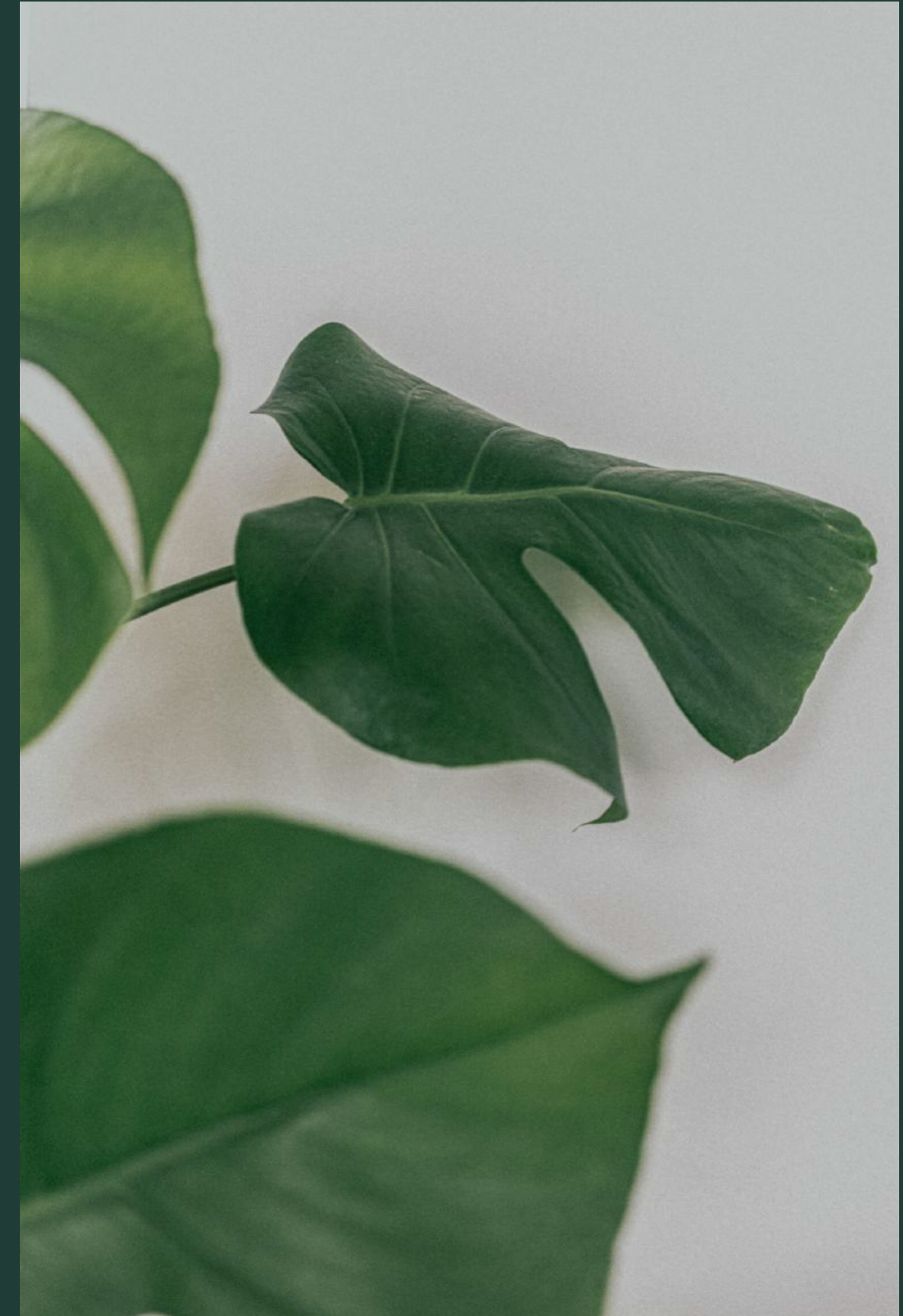




OVERVIEW OF OUR NEW WAY OF OPERATING

IN TERMS OF YOUR HAIR SERVICE, THIS WILL REMAIN LARGELY THE SAME. WE HAVE BEEN CONSTANTLY TRAINING THROUGHOUT CLOSURE, SO WE HAVE ADAPTED AND DIVERSIFIED OUR TECHNIQUES TO STILL DELIVER TO YOU, THE HIGHEST STANDARD OF SERVICE. HOWEVER THE WAY WE RUN OUR COLUMNS WILL BE A LITTLE DIFFERENT.

- WE WILL NEED TO ALLOW 15 MINUTES AFTER SERVICING EACH CLIENT, TO CHANGE OUR PPE, AND SANITISE OUR STATION AND TOOLS. THIS MEANS OUR ACTIVE SERVICING TIME WILL BE REDUCED. WE WILL ABSOLUTELY DO OUR BEST TO ACCOMMODATE EVERYONE, WITH WORKING EXTRA DAYS AND HOURS, BUT WE MAY OPERATE A WAIT LIST WHERE NEEDED.
- WE WILL BE WEARING A MASK, VISOR APRON AND GLOVES THROUGHOUT YOUR SERVICE. PLEASE DO NOT BE ALARMED, AND PLEASE DO NOT FEEL THAT THIS MEAN WE DO NOT TRUST YOU. IT IS TO PROTECT EVERYONE AS WE WILL BE SERVICING OTHER PEOPLE THROUGHOUT THE DAY. PLEASE READ ON TO FIND OUT MORE ABOUT OUR PPE FOR OUR STAFF, AS WELL AS FOR YOU.





PPE & RESOURCES FOR OUR STYLISTS

AS OUR STAFF WILL BE UNABLE TO SOCIAL DISTANCE FROM CLIENTS, IT IS ESSENTIAL THAT THEY ARE GIVEN THE PPE & RESOURCES TO PROTECT THEMSELVES, AS WELL THE CLIENTS THEY SEE. THEY WILL ALL BE FULLY TRAINED IN THE CORRECT WAY TO USE THESE ITEMS AND RESOURCES, AS WELL AS IMPLEMENTING THE STRATEGIES AND GUIDELINES EFFICIENTLY.

THE TEAM HAVE RECEIVED A DETAILED MANUAL OVER OUR CLOSURE, WHICH WILL BE ENHANCED WITH PHYSICAL TRAINING SESSIONS PRIOR TO OUR FULL OPENING. HERE ARE SOME (BUT NOT LIMITED TO) OF THE RESOURCES WE HAVE MADE AVAILABLE TO OUR TEAM:

- GLOVES
- APRONS
- LAUNDERING OF WORK CLOTHES, AT THE SALON
- HAND SANTIZER
- HAND WASH
- FACE SHIELD
- RECYCLED PAPER TOWELS FOR CLEANING
- REUSABLE MASKS
- DISINFECTANT
- HAND CREAM
- SANITISATION STATION
- STAGGERED BREAKS





PPE & RESOURCES FOR CLIENTS

IT IS IMPORTANT TO NOTE THAT SOME OF THESE MAY NOT BE MADE A MANDATORY STIPULATION OF REOPENING, BY THE GOVERNMENT. IF THIS IS THE CASE, YOU WILL BE ABSOLUTELY FREE TO ENJOY YOUR APPOINTMENT HOW YOU FEEL IS BEST FOR YOU. HOWEVER, WE WILL ASK YOU TO CONSIDER OTHERS WITHIN THE SALON, AND BEAR IN MIND THESE SYSTEMS WE HAVE PUT IN PLACE. ARE TO PROTECT YOU AND OTHERS FROM POTENTIAL RISK.

- GLOVES
- FRESH GOWN
- FACE MASK (ALTHOUGH WE WILL BE ENCOURAGING YOU TO BRING YOUR OWN)
- HAND SANTIZER
- HAND WASH
- UTILISE THE PAY THROUGH APP FEATURE, AND CARD MACHINE
- FULLY SANITIZED BAY
- FULLY SANITIZED TOOLS & EQUIPMENT
- TEXT SERVICE TO LET YOU KNOW WHEN WE ARE READY FOR YOUR APPOINTMENT
- STYLISTS HANDLE RETAIL PRODUCTS ONLY
- COAT/BAG COVERS





NEW SYSTEMS & GUIDELINES – INTRODUCTION

OKAY, SO THIS WILL BE A LONG SECTION, SO WE HAVE BROKEN IT DOWN – HOPEFULLY IN TO SLIGHTLY EASIER TO UNDERSTAND SECTIONS FOR YOU TO DIGEST AT YOUR LEISURE.

YOU ARE NOT OBLIGED TO READ EVERY DETAIL, HOWEVER WE WOULD LIKE YOU TO READ OUR SUMMARY AND CONFIRM THAT YOU ARE HAPPY WITH THESE MEASURES PRIOR TO ARRIVING TO YOUR APPOINTMENT, THE AIM OF THIS GUIDE IS TO EASE ANY CONCERNS YOU MAY HAVE, AND GET EVERYONE ON BOARD WITH CREATING A SAFE ENVIRONMENT. IF YOU DON'T FEEL IT NECESSARY TO READ EVERY PAGE, THAT IS ABSOLUTELY FINE – WE APPRECIATE IT MAY BE LONG WINDED!

AS WE MENTIONED BEFORE, NO GUIDELINES HAVE BEEN ISSUED YET, SO SOME OF THESE MEASURES MAY NOT BE NECESSARY, BUT WE HAVE PUT THEM IN PLACE BASED ON THE INFORMATION AVAILABLE, AND OUR PERSONAL THOUGHTS AS A TEAM, ON WORKING EFFECTIVELY AND SAFELY, POST CORONAVIRUS.



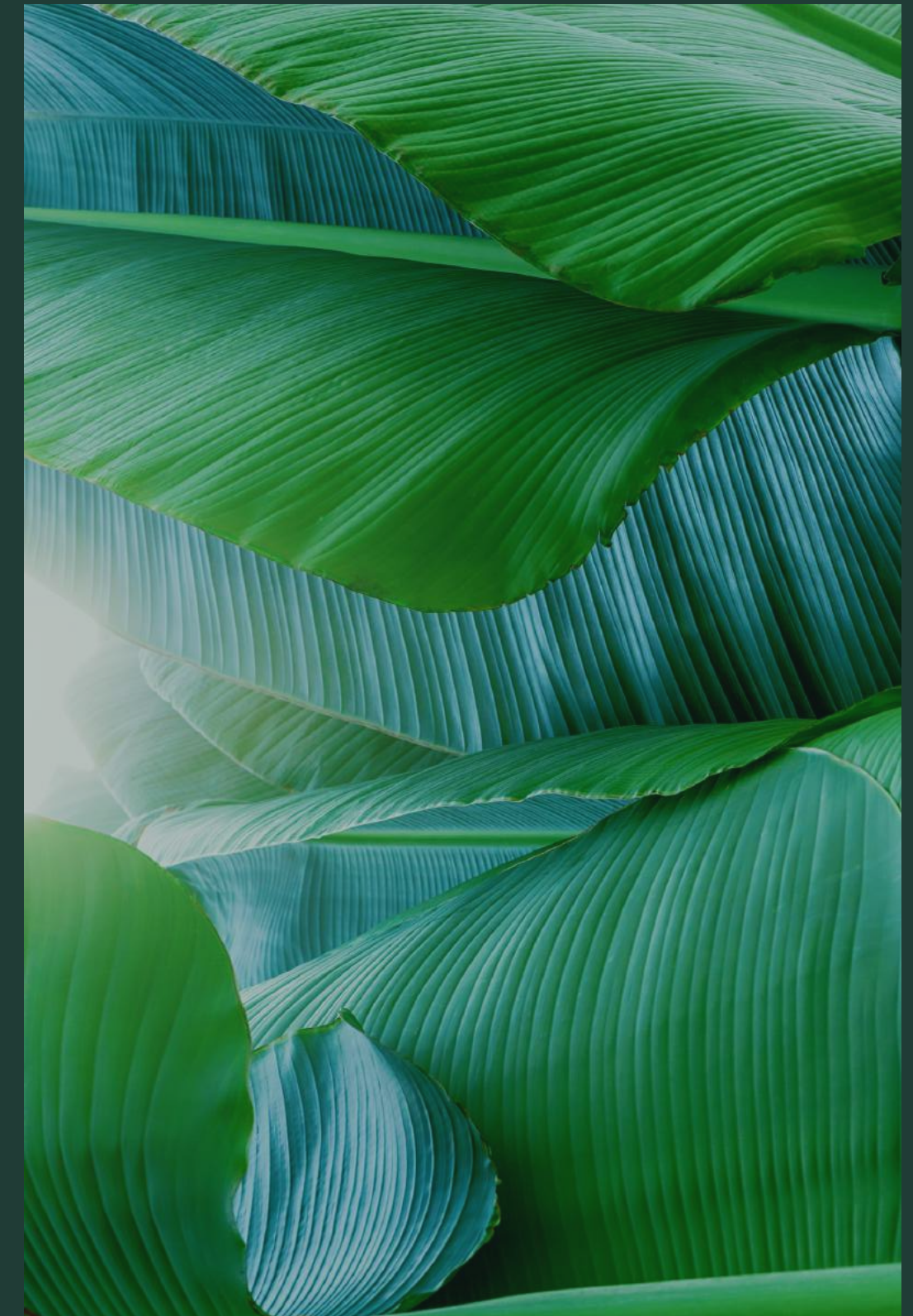


NEW SYSTEMS & GUIDELINES – GLOVES

RELATIVELY STRAIGHTFORWARD, WE USE THEM A GREAT DEAL, BUT
USUALLY NOT IN THIS SCENARIO!

CLIENTS ARE MORE THAN WELCOME TO REQUEST A PAIR OF GLOVES IF
THEY WISH, WE ARE NOT IMPLEMENTING A “PPE CHARGE” FOR YOUR
APPOINTMENT, AND YOU WILL NOT BE LIMITED AS TO WHAT PPE YOU WANT
OR REQUIRE. WE HAVE SOURCED BIODEGRADABLE GLOVES TO STILL COMPLY
WITH OUR ETHOS.

- STYLISTS WILL BE WEARING GLOVES WHEN WORKING WITH ANY
UNWASHED HAIR (IE. WHEN WE ARE PERFORMING ANY COLOUR SERVICE).
- IF ANYTHING OTHER THAN THE PERSON WE ARE WORKING ON, AND THE
DESIGNATED AREA/TOOLS FOR THAT PERSON IS HANDLED. WE MUST
REMOVE OUR GLOVES, SANITIZE WHAT WE HAVE TOUCHED (WHERE
APPLICABLE) THEN SANITIZE OUR HANDS, AND PUT ON A FRESH PAIR OF
GLOVES
- BASICALLY IF WE “ASSIGN” A PAIR OF GLOVES TO A PERSON/TASK THEY
MUST BE DEDICATED TO THAT TASK ONLY, SO SHOULD THEY MOVE TO
ANOTHER TASK/ACTION, THEY ARE TRANSFERRING ANY POTENTIAL
GERMS TO THAT. WE NEED TO REFRESH OUR GLOVES FOR EACH AND
EVERY TASK WE PERFORM.





NEW SYSTEMS & GUIDELINES – GLOVES

- GLOVES ARE TO BE REMOVED AS IF THEY HAVE A LOTS OF GLITTER ON THEM. SO IMAGINE, YOU WANT TO AVOID THE OUTSIDE OF YOUR GLOVES TOUCHING YOUR SKIN. MORE IMPORTANTLY THOUGH, WE WANT TO TRAP THAT GLITTER INSIDE THE GLOVES AND DISPOSE OF THEM RESPONSIBLY IN A BIN. YOU MUST ROLL THEM DOWN IN TO EACH OTHER – SLOWLY. DOING THIS SLOWLY PREVENTS THE “GLITTER” FROM FALLING OFF AND FLYING EVERYWHERE, SO BE VERY CONSCIOUS OF THIS. YOU MUST THEN WASH, SANITIZE & MOISTURISE YOUR HANDS.
- CLIENTS DO NOT HAVE TO WEAR GLOVES, BUT THEY WILL BE MADE AVAILABLE FOR YOU IF YOU SO WISH. WE WILL BE REQUESTING THAT YOU WASH AND/OR SANITISE YOUR HANDS UPON ENTERING THE SALON, AND ON LEAVING.

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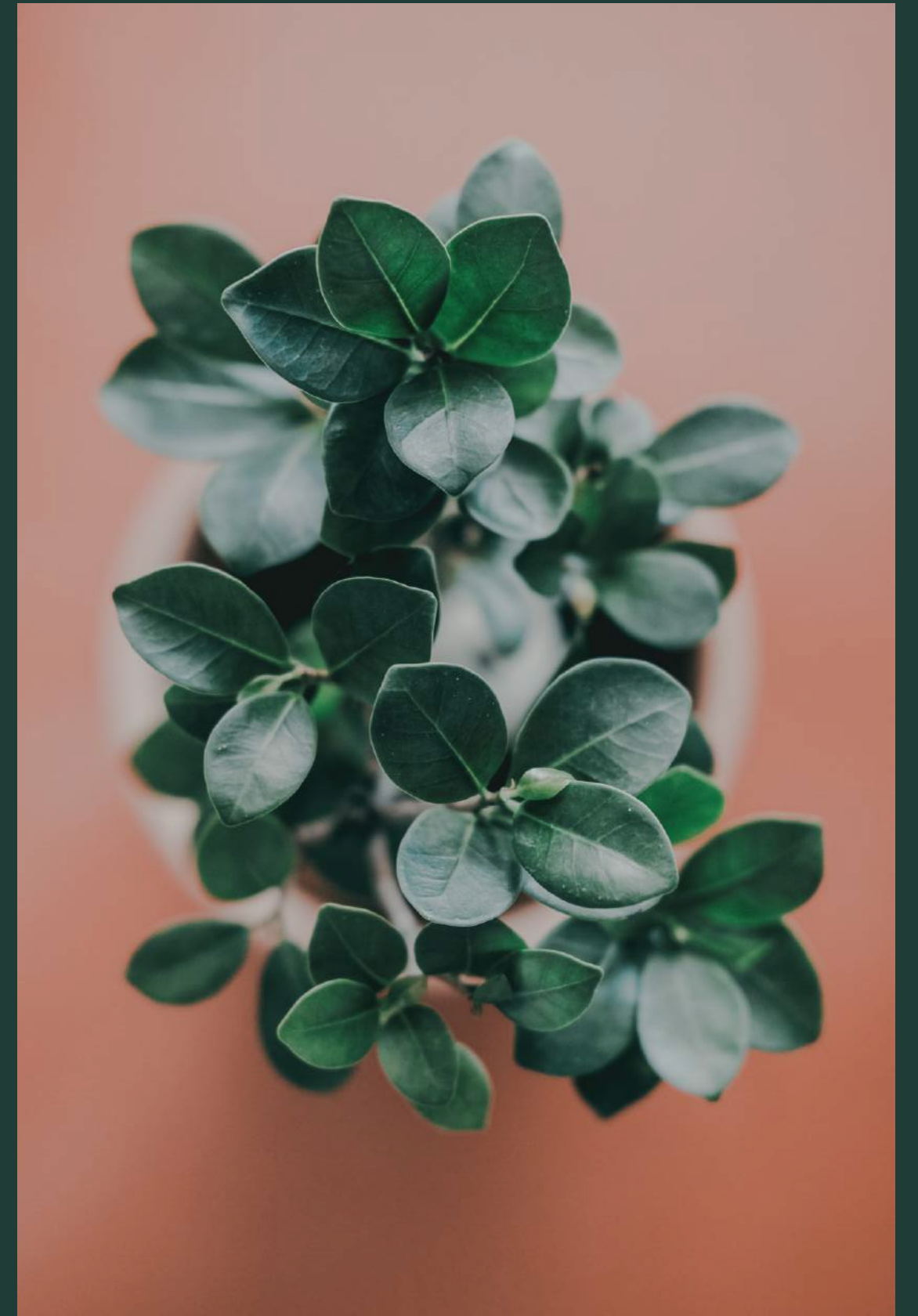




NEW SYSTEMS & GUIDELINES – HAND CLEANSING PROCEDURE

YOU MAY HAVE ALREADY NOTICED WE HAVE PUT A STRONG EMPHASIS ON HAND WASHING, SANITIZING AND MOISTURISING. WE WILL NOT GOING TO INSULT YOUR INTELLIGENCE BY TELLING YOU HOW TO WASH YOUR HANDS, AS WE ARE SURE YOU KNOW. HOWEVER, FOR THE PURPOSES OF REFERENCE THIS IS THE PROCEDURE:

- WASH HANDS WITH WARM SOAPY WATER FOR 20 SECONDS – IF YOUR ARMS HAVE BEEN EXPOSED, ENSURE YOU ALSO WASH RIGHT UP YOUR ARMS TO.
- DRY HANDS THOROUGHLY, THERE WILL BE A SET OF HAND CLOTHS AVAILABLE IN THE BATHROOM, THESE ARE TO BE USED ONCE, AND PUT IN THE LAUNDRY BIN (PEDAL OPERATED)
- HAND SANITISER. OUR STYLISTS WILL BE USING SANITISER IN ADDITION TO FREQUENT HAND WASHING. SANITISER WILL ALSO BE WIDELY AVAILABLE TO CLIENTS ALSO (THE BOTTLES WILL ALSO BE WIPED DOWN FREQUENTLY WITH DISINFECTANT)
- MOISTURISE! THIS IS JUST AS IMPORTANT AS ALL THE OTHER STEPS. IT IS SO IMPORTANT TO LOOK AFTER YOUR SKIN WELL. THERE WILL BE MULTIPLE TUBES OF HAND CREAM DOTTED AROUND THE SALON FOR YOU TO USE. THESE WILL BE WIPED DOWN WITH DISINFECTANT BEFORE AND AFTER USE.



NEW SYSTEMS & GUIDELINES – APRONS & GOWNS



AGAIN, NOT AN UNFAMILIAR SIGHT IN THE SALON, OUR STYLISTS WILL BE WEARING AN APRON FOR EVERY CLIENT THEY SEE, GRABBING A FRESH ONE EVERY TIME. RATHER THAN DISPOSABLE APRONS, WE HAVE GOT PLENTY OF FABRIC ONES SO WE CAN STILL CONTINUE TO MINIMISE THE AMOUNT OF WASTE WE PRODUCE.

AN APRON WILL BE WORN WITH EVERY CLIENT WE TEND TO, AND THEN PUT STRAIGHT IN TO THE LAUNDRY BASKET. A FRESH APRON FOR EACH CLIENT IS ESSENTIAL

YOU WILL BE PROVIDED WITH A FRESHLY LAUNDERED GOWN, AGAIN NO DIFFERENT TO OUR USUAL WAY OF WORK. HOWEVER, THE GOWN WILL HAVE BEEN KEPT IN AN ENCLOSED CABINET TO ENSURE IT HAS NOT BEEN EXPOSED TO POTENTIAL CROSS CONTAMINATION. WE WILL ASK YOU TO ENSURE THE GOWN IS FASTENED CORRECTLY, TO AVOID EXPOSING YOUR CLOTHES.



NEW SYSTEMS & GUIDELINES – MASKS & VISORS

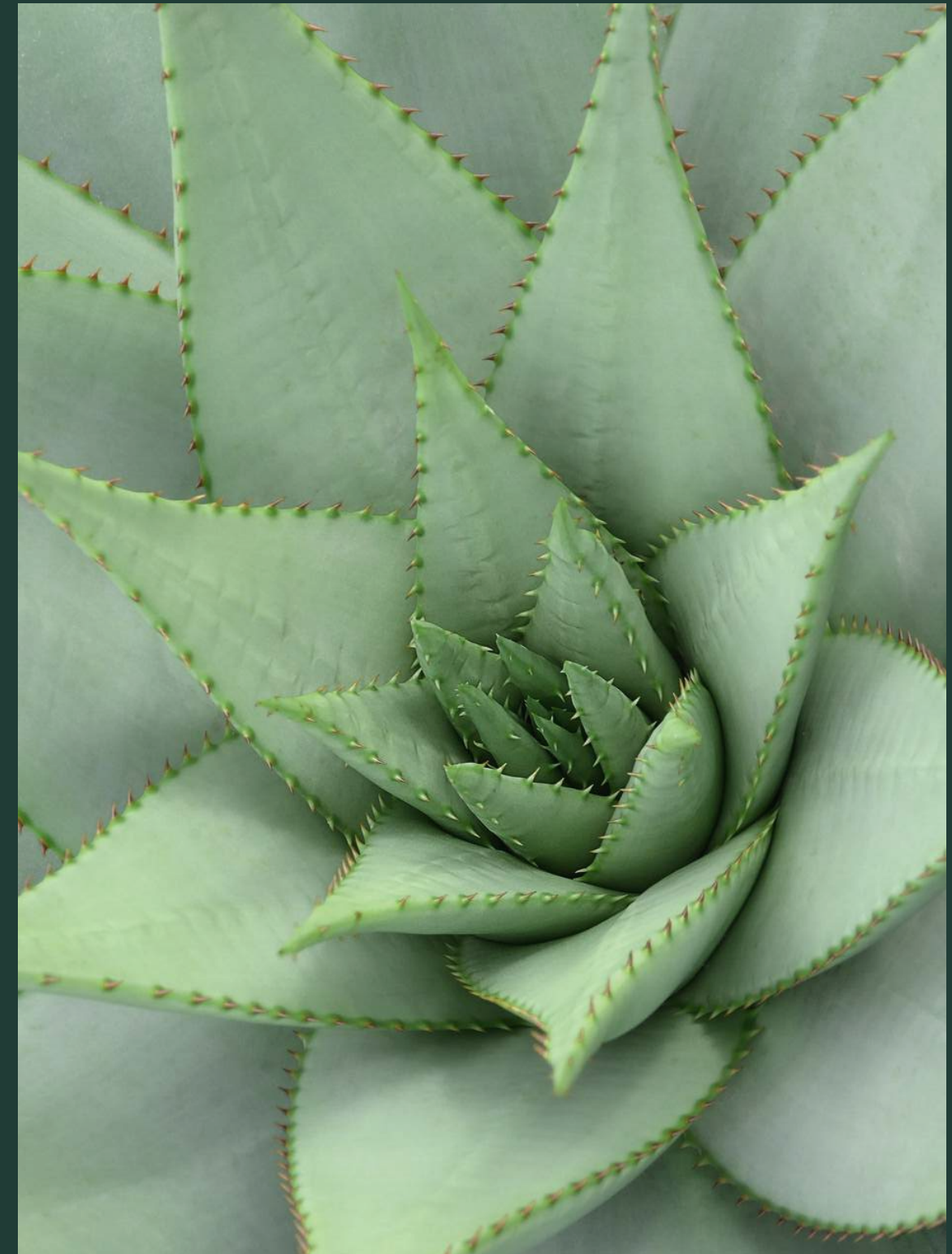
WE WILL HAVE A NUMBER OF MASKS AVAILABLE FOR BOTH STYLISTS AND CLIENTS. THESE ARE FABRIC, AND CONSIST OF THREE LAYERS, INCLUDING A FILTRATION LAYER. WE WILL ALSO STOCK A SMALL NUMBER OF DISPOSABLE MASKS, SHOULD YOU FIND THESE MORE COMFORTABLE.

HOWEVER, WE WOULD LIKE TO ENCOURAGE CLIENTS TO BRING THEIR OWN MASK SHOULD THEY WISH TO WEAR ONE.

THE SAME FACE MASK CAN BE WORN THROUGHOUT THE DURATION OF YOUR SERVICE, UNLESS YOU MAY ACCIDENTALLY TOUCH IT WITH UNSANITISED HANDS. IN THIS CASE YOU WILL BE PROVIDED WITH A FRESH ONE. IF YOUR PERSONAL MASK IS A REUSABLE ONE, WE WILL PLACE IT IN SEALED BAG FOR YOU.

THE FABRIC MASKS WE PROVIDE WILL HAVE ADJUSTABLE ELASTIC. WE ARE UNABLE TO GUARANTEE THAT WE CAN AVOID GETTING COLOUR ON THE MASKS WHILE PERFORMING SERVICES. HOWEVER, WE CAN GUARANTEE THAT ANY MASK PROVIDED WILL HAVE BEEN DISINFECTED AS WELL AS BEING EFFECTIVELY LAUNDERED.

WHEN YOU ARE FINISHED WITH YOUR MASK, THERE WILL BE A BIN OF DISINFECTANT, THEY WILL BE PLACED IN HERE FOR AT LEAST 10 MINUTES, BEFORE BEING PUT IN THE WASH.



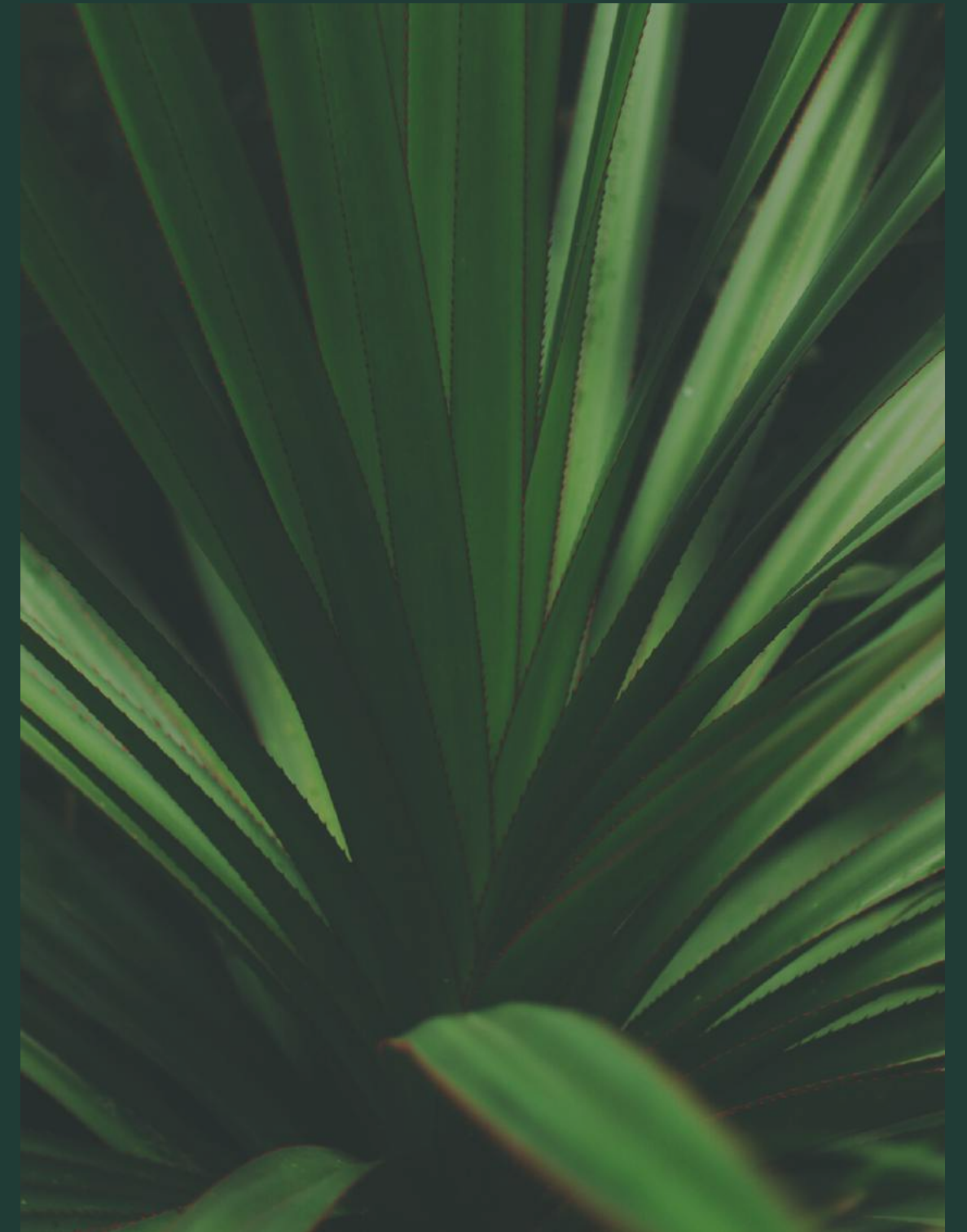


NEW SYSTEMS & GUIDELINES – MASKS & VISORS

UNLESS THE GOVERNMENT SAYS SO, CLIENTS WILL NOT BE REQUIRED TO WEAR MASKS, ALTHOUGH AS PREVIOUSLY MENTIONED, WE WOULD ENCOURAGE YOU TO.

CUTTING & COLOURING HAIR CAN BE TRICKY WITH A CLIENT WEARING A MASK, WE MAY ASK YOU TO SANITISE YOUR HANDS, AND HOLD YOUR MASK ON YOUR FACE WHILE WE UNHOOK THE STRAPS FROM AROUND YOUR EARS. OBVIOUSLY WE WOULD WANT TO LIMIT THE LENGTH OF TIME WE WOULD NEED TO DO THIS FOR, SO WE WILL ONLY ASK THIS WHEN IT IS ABSOLUTELY NECESSARY.

OUR STYLISTS WILL ALSO BE WEARING VISORS WHEN WE FIRST OPEN (THIS WILL BE UNDER REVIEW IF THIS IS NOT A MANDATORY REQUIREMENT). THIS WILL TAKE US QUITE A BIT OF GETTING USED TO FOR US, SO PLEASE BEAR WITH US IF WE NEED TO ADAPT OURS, AND YOURS POSITIONING IN ORDER TO CARRY OUT YOUR SERVICE TO THE HIGHEST STANDARD.



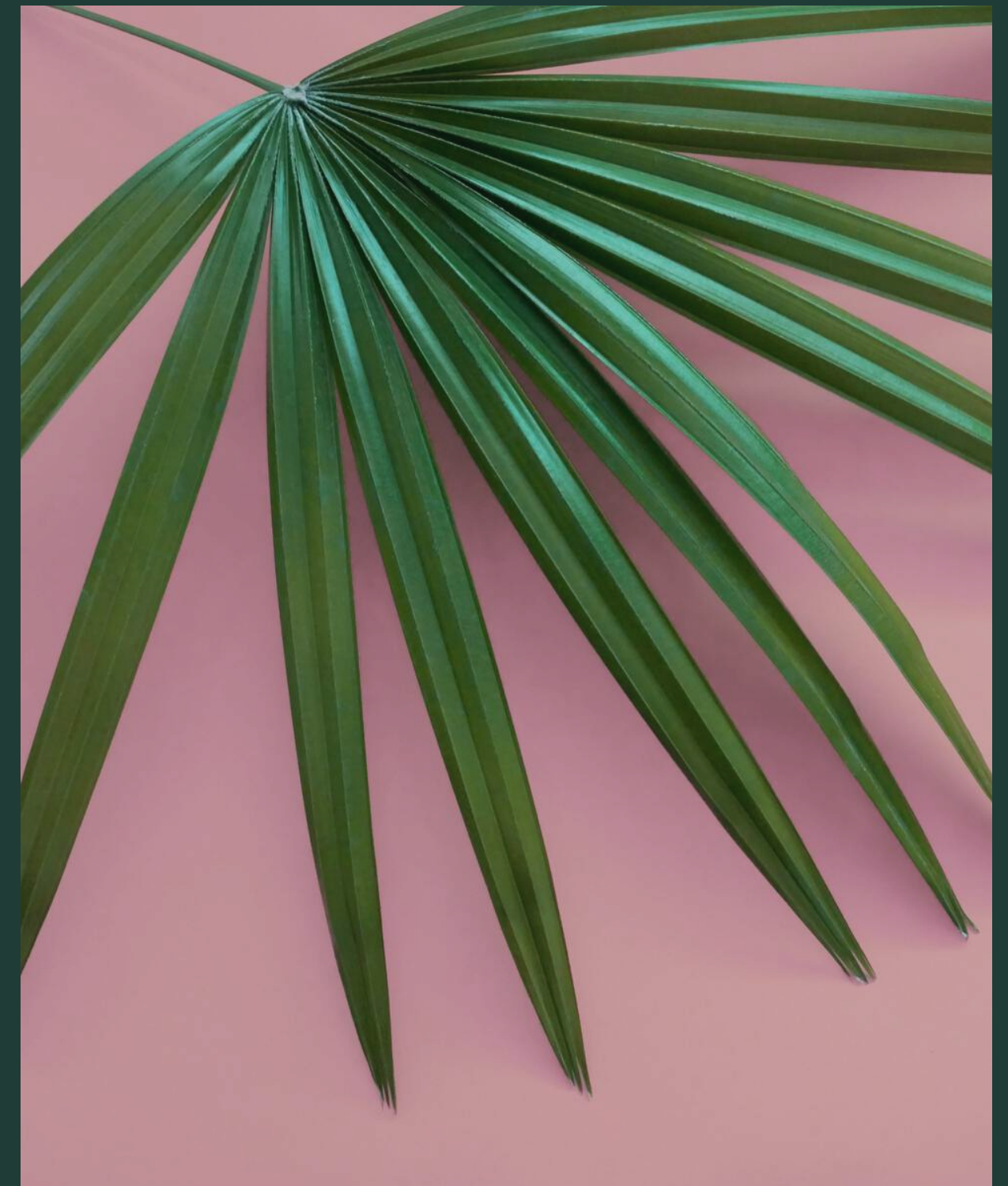


NEW SYSTEMS & GUIDELINES – LAUNDRY

WE WILL HAVE A SUBSTANTIALLY INCREASED AMOUNT OF LAUNDRY, WHICH WE WILL BE KEEPING ON TOP OF TO ENSURE WE AVOID RUNNING OUT OF ITEMS.

THINGS TO BE LAUNDERED AFTER EVERY USE ARE:

- CLIENT GOWNS
- APRONS
- MASKS
- TOWELS & HAND TOWELS
- CLOTHING BAGS
- WE WILL BE PROTECTING OUR STYLISTS, BY LAUNDERING THEIR WORK CLOTHES, AT THE SALON. THIS WILL ELIMINATE THE RISK OF THEM POTENTIALLY TAKING HOME ANYTHING HARMFUL TO THEM AND THEIR FAMILIES. CLOTHES WORN TO WORK ARE TO BE LAUNDERED AT THE SALON
- OUR LAUNDRY WILL BE WASHED ON A 60 DEGREE WASH, WITH AN ECO FRIENDLY WASHING TABLET, AS WELL 1-2 CAPFULS OF DISINFECTANT.





NEW SYSTEMS & GUIDELINES – SANITISATION OF WORK AREAS & TOOLS

AREAS THAT WE HAVE WORKED IN WITH ONE CLIENT WILL BE THOROUGHLY DISINFECTED PRIOR TO FURTHER USE WITH ANOTHER PERSON. THIS IS THE SAME FOR OUR TOOLS.

WE HAVE A SELECTION OF DISINFECTANT PRODUCTS, THAT DISINFECT DIFFERENT TYPES OF SURFACES AND EQUIPMENT. SO NOTHING, WILL EVER BE MISSED OR OVERLOOKED.

AFTER SERVICING EACH CLIENT, WE WILL BE SCHEDULING A 15 MINUTE TIME BLOCK TO ENABLE US TO EFFECTIVELY CLEAN YOUR AREA AND TOOLS.

WE CAN FULLY GUARANTEE THAT ALL TOOLS, EQUIPMENT AND PPE YOU COME IN TO CONTACT WILL BE FRESH, DISINFECTED AND NOT TOUCHED BY ANYONE ELSE.

WITH THIS IN MIND, OR ACTIVE SERVICING TIME THAT WE CAN PROVIDE PER DAY, WILL BE DRAMATICALLY REDUCED. WE HAVE EXTENDED OUR DAYS AND HOURS OF OPENING TO ACCOMMODATE EVERYONE THE BEST WE CAN. HOWEVER, PLEASE BEAR IN MIND THAT WE ARE UNABLE TO REMOVE THESE SCHEDULED CLEANING TIMES FOR THE FORESEEABLE. WE

WOULD ADVISE YOU TO BOOK IN AT LEAST TWO APPOINTMENTS IN ADVANCE TO ENSURE YOU HAVE A SECURED APPOINTMENT AT THE TIME YOU NEED.





NEW SYSTEMS & GUIDELINES – BREAKS

THE TEAM WILL BE WORKING LONGER SHIFTS, WHICH REQUIRES MORE BREAKS THROUGHOUT THE DAY. THIS IS PARAMOUNT TO THEIR WELL BEING, AND ULTIMATELY THEIR PERFORMANCE. IT IS SO IMPORTANT THAT THE GIRLS HAVE SUFFICIENT TIME THROUGHOUT THE DAY TO REST, EAT WELL, AND CHILL OUT.

OUR TEAM HAVE BEEN INCREDIBLE, AND WE VALUE THEIR HEALTH AND WELL BEING ABOVE ANYTHING ELSE, AS ULTIMATELY HAPPY, HEALTHY STAFF = HAPPY, HEALTHY CLIENTS.

THE TEAM WILL BE ASKED REGULARLY TO COMPLETE A QUESTIONNAIRE CONFIRMING THEY ARE FIT & HEALTHY FOR WORK. IF AT ANY POINT THEY ARE NOT, OR FEEL UNCOMFORTABLE AT WORK, WE WILL FULLY SUPPORT THEM.

I AM SURE OUR CLIENTS WILL UNDERSTAND THIS, AND WE WILL ALWAYS GO ABOVE AND BEYOND TO PROVIDE YOUR SCHEDULED SERVICES.



NEW SYSTEMS & GUIDELINES – BEVERAGES



SADLY, WE MAY NOT BE ABLE TO OFFER BEVERAGES IN THE SALON. IF THIS IS THE CASE, WE DO STILL WANT OUR CLIENTS TO ENJOY THE EXPERIENCE, SO WE MAY POSSIBLY (RESTRICTIONS DEPENDENT) BE ABLE TO OFFER YOU ONE TO TAKE AWAY ONCE YOUR SERVICE IS COMPLETED. HOWEVER, THE INFORMATION SURROUNDING THIS TOPIC CURRENTLY, IS VERY VERY VAGUE.

IF WE ARE ABLE TO SERVE BEVERAGES, WE HAVE GOT SOME VEGEWARE DISPOSABLE CUPS TO USE, AS WELL AS SOME CUP TOPPERS THAT WILL BE PLACED STRAIGHT IN TO THE DISHWASHER. AFTER USE. THIS WILL PREVENT ANYTHING POTENTIALLY FALLING IN TO YOUR CUP. TO PREVENT THE REMOVAL OF MASKS WHERE POSSIBLE, YOU WILL BE PROVIDED WITH A PAPER STRAW

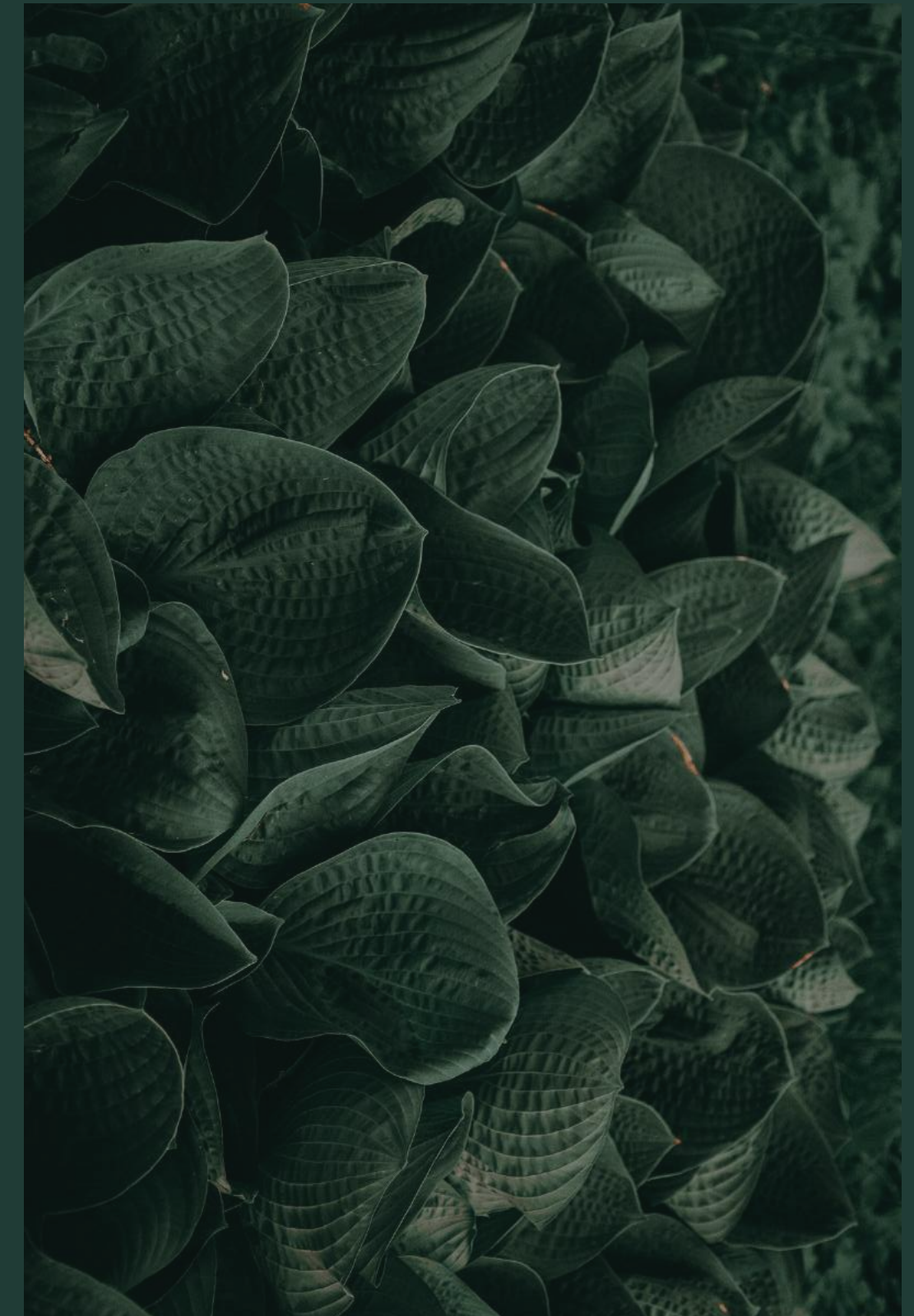
WE HAVE A NEW ADDITION, IN THE FORM OF A WATER COOLER, AS I AM SURE THAT RESTRICTIONS WONT FORBID THE SERVING OF WATER. THIS WILL BE THE SAFEST POSSIBLE WAY TO DO SO, WE WOULD ENCOURAGE YOU TO BRING ALONG YOUR OWN FLASK/CUP/CONTAINER, TO FILL UP, AND YOU WOULD BE REQUIRED TO HELP YOURSELF WITH FRESHLY WASHED/SANITISED HANDS.



NEW SYSTEMS & GUIDELINES – BEVERAGES

TO ADD A LITTLE JAZZ TO YOUR WATER, WE WILL BE OFFERING WATERDROP CUBES TO YOU. THESE ARE DISSOLVABLE, VITAMIN PACKED WATER FLAVOURINGS. NO CHEMICALS, NO NASTIES, AND COME IN A RANGE OF FLAVOURS AND BENEFITS. PLEASE FEEL FREE TO CHECK OUT THEIR WEBSITE TO SEE WHAT TREATS YOU CAN LOOK FORWARD TO: WWW.WATERDROP.COM

RESTRICTIONS DEPENDING, YOU WILL BE MORE THAN WELCOME TO BRING YOUR OWN REFRESHMENTS. WE WOULD JUST ASK THAT THEY ARE IN SEALABLE CONTAINERS. WE MAY ALSO BE UNABLE TO WARM ANYTHING IN THE MICROWAVE FOR YOU.





NEW SYSTEMS & GUIDELINES – MAGAZINES & BOOKS

AS WE ARE UNABLE TO EFFECTIVELY CLEAN AND SANITISE MAGAZINES & BOOKS, WE WILL – AS MUCH AS IT PAINS US – HAVE TO REMOVE OUR BEAUTIFUL LITTLE ECLECTIC SELECTION FOR THE TIME BEING.

YOU ARE MORE THAN WELCOME TO BRING YOUR OWN ALONG. HOWEVER, PLEASE NOTE, WE WILL BE UNABLE TO SANITISE ANY PAPER ITEMS EFFECTIVELY FOR YOU. BRINGING ALONG A TABLET, OR KINDLE WILL MAKE IT A LOT EASIER FOR US TO PROVIDE YOU WITH WIPES SHOULD YOU NEED THEM.

IN THE ABSENCE OF PHYSICAL READING MATERIALS, WE HAVE ORGANISED A DIGITAL MAGAZINE SUBSCRIPTION, WHICH IS EASILY ACCESSED USING A MOBILE OR TABLET, BY SCANNING A QR CODE. YOU CAN THEN ACCESS A WIDE RANGE OF MAGAZINES IN OUR ONLINE LIBRARY.

THE QR CODE WILL BE DISPLAYED IN VARIOUS AREAS OF THE SALON WHICH WILL BE WIPED DOWN REGULARLY.





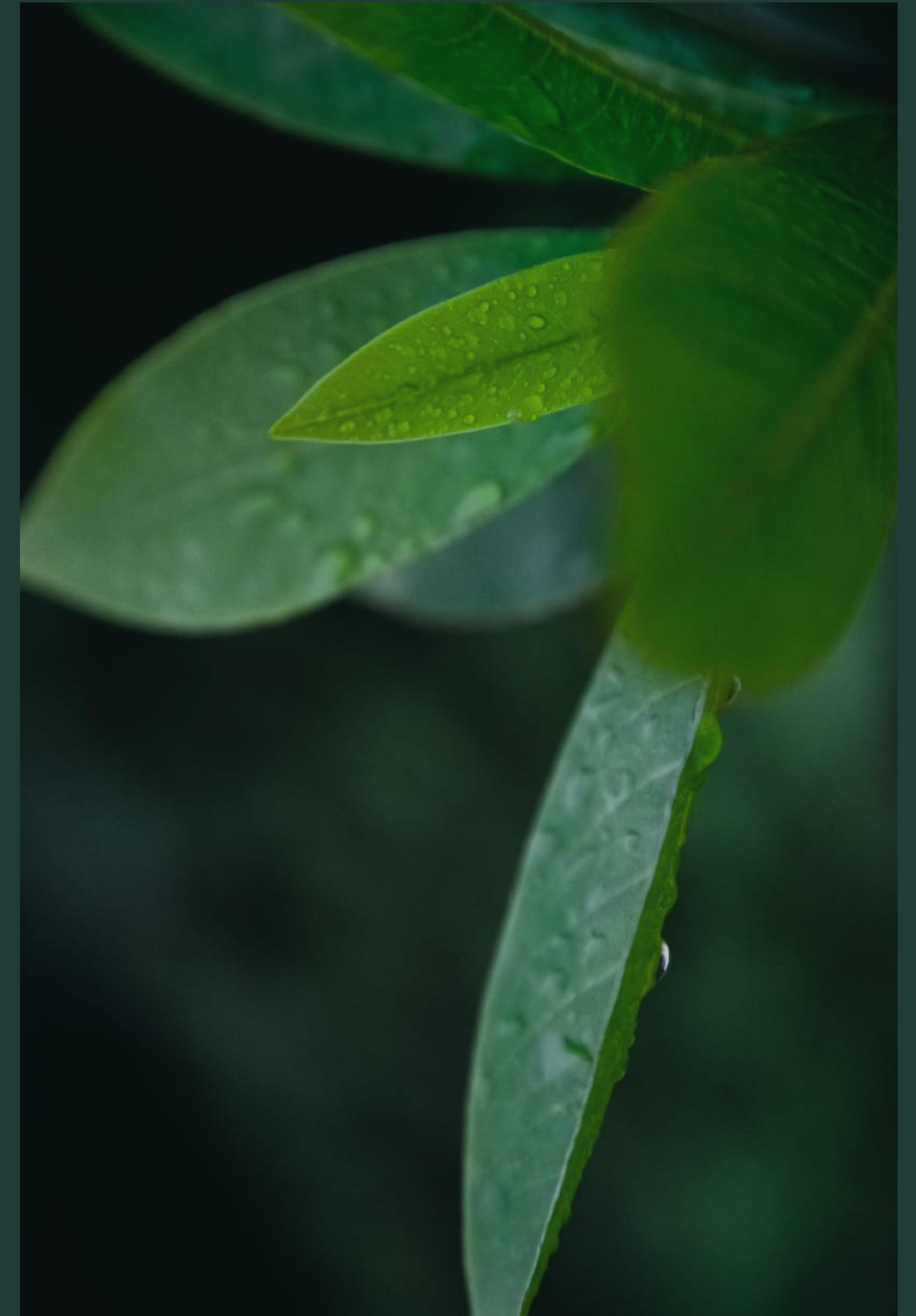
NEW SYSTEMS & GUIDELINES – CLIENT BELONGINGS

WE WILL BE ENCOURAGING CLIENTS TO KEEP THEIR PERSONAL BELONGING TO A MINIMUM WHEN THEY VISIT THE SALON. IF YOU BRING ALONG A BAG, THIS WILL BE HUNG UP WITH YOUR COAT IN A FRESHLY LAUNDERED CLOTHES BAG. YOU WILL BE PROVIDED WITH A SMALL BOX FOR YOUR BITS AND PIECES THAT YOU'D LIKE TO KEEP WITH YOU AT THE STYLING STATION, AND UPON LEAVING WE WILL ENDEAVOUR TO

WIPE THESE ITEMS WITH SANITISER FOR YOU.

THE CLOTHES BAGS SERVE TO NOT ONLY PROTECT YOUR CLOTHING FROM POTENTIAL DROPLETS IN THE AIR, BUT ALSO OTHER CLIENTS CLOTHING .

ONCE YOUR BELONGINGS HAVE BEEN REMOVED FROM THE BAG, THE BAG WILL THEN BE PLACED IN THE LAUNDRY, AND THE COAT HANGER CLEANED WITH DISINFECTANT.





NEW SYSTEMS & GUIDELINES – WAITING AREA

UNFORTUNATELY, TO LIMIT THE NUMBER OF PEOPLE IN THE SALON AT ANY ONE TIME, WE WILL BE UNABLE TO OPERATE A WAITING AREA WITHIN THE SALON.

THIS MEANS THAT YOU WILL ONLY BE ABLE TO ATTEND YOUR APPOINTMENT ALONE.

WE APPRECIATE THAT WE DO TEND TO A LOT OF FAMILIES, AND THIS IS STILL ABSOLUTELY FINE, WE WOULD JUST ASK YOU TO COME IN ONE AT A TIME IF OUR CAPACITY AT THE TIME WOULD BE EXCEEDED, OR WE WILL NEED TO BOOK YOU IN ON A DAY/TIME WHERE THERE IS A STYLIST WORKING SOLO.

THIS MAY ALSO, IN SOME CASES, MEAN THAT IF YOUR CHILD IS TOO YOUNG TO BE LEFT ALONE WITH US IN THE SALON, WE CAN ONLY ACCOMMODATE THEM ON RESTRICTED DAYS AND TIMES WHERE WE ONLY OPERATE WITH ONE STYLIST IN THE SALON.



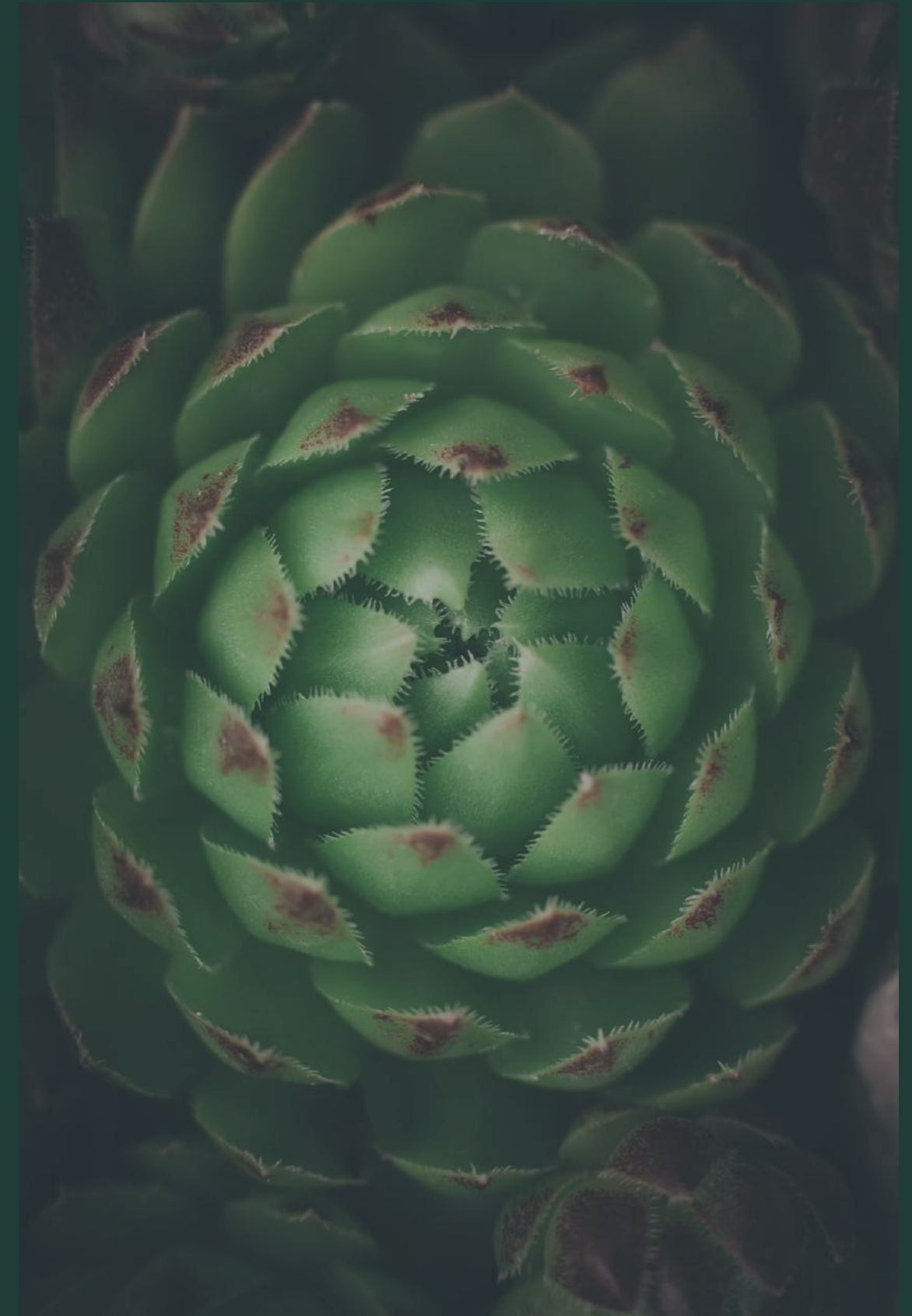


NEW SYSTEMS & GUIDELINES – CLEANING PRODUCTS & RESOURCES

I WE HAVE MADE AVAILABLE TO OUR STAFF, A RANGE OF EFFECTIVE CLEANING PRODUCTS AND TOOLS. THESE ARE (BUT NOT LIMITED TO):

- BARBICIDE
- ZOFLORA
- BIODEGRADEABLE WET WIPES
- HAND WASH
- HAND SANITISER
- SALONCIDE
- MICROFIBRE CLOTHS
- BIODEGRADEABLE PAPER TOWELS
- STEAM MOP
- HAND HELD HOOVER

THESE OF COURSE ARE ALSO AVAILABLE TO CLIENTS, SHOULD THEY SO WISH TO USE THEM.





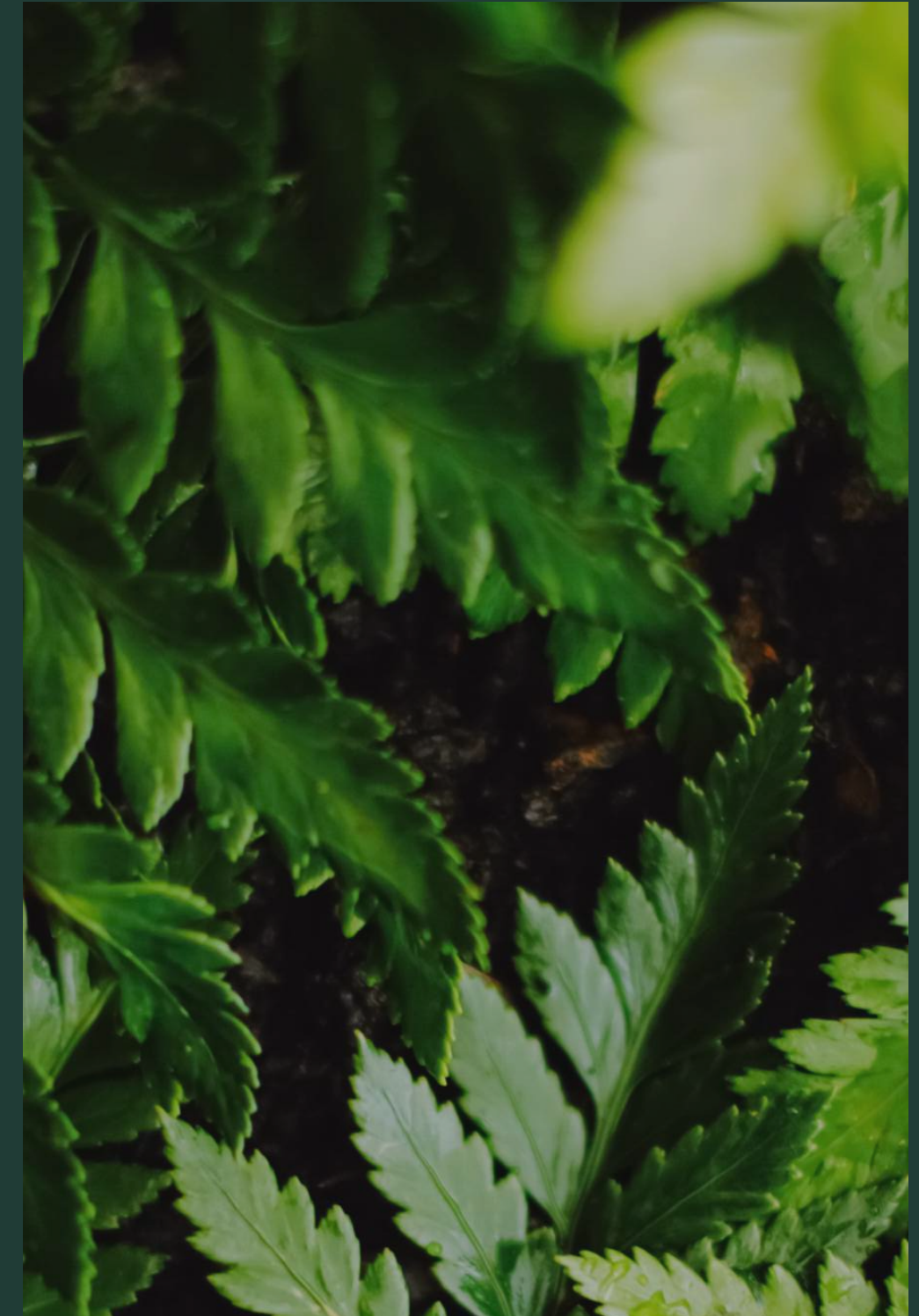
NEW SYSTEMS & GUIDELINES – CLEANING SCHEDULE

THERE WILL BE A STRICT CLEANING SCHEDULE IN PLACE, THAT WILL BE COMPLETED EVERY HOUR. THIS IS IN ADDITION TO THE OTHER SANITISATION MEASURES WE WILL BE UNDERTAKING.

THE CLEANING SCHEDULE WILL BE DISPLAYED IN THE CORRESPONDING AREAS OF THE SALON IN WHICH IT RELATES TO, AND SIGNED TO CONFIRM THE CLEANING HAS TAKEN PLACE.

WE FEEL THIS IS IMPORTANT TO HAVE THESE VISIBLE TO REASSURE EVERYONE WHO COMES IN TO THE SALON, THAT WE ARE CREATING A SAFE ENVIRONMENT, THAT IS CLEAN AND STERILE FOR YOU. WE HAVE LEFT NO STONE UNTURNED WHEN LOOKING FOR ITEMS THAT NEED STERILISING REGULARLY.

IF YOU WISH TO VIEW THE CLEANING SCHEDULE, AND THE ITEMS IT INCLUDES, PRIOR TO YOUR APPOINTMENT. JUST LET US KNOW AND WE CAN EMAIL IT OVER FOR YOU.





NEW SYSTEMS & GUIDELINES – TEMPERATURE CHECK & QUESTIONNAIRE

WE WILL BE TAKING EVERYONE'S TEMPERATURES BEFORE YOU ENTER THE SALON, THIS WILL BE FOLLOWED BY A SHORT QUESTIONNAIRE. WE HAVE A CONTACTLESS THERMOMETER TO DO THIS WITH.

THE AIM OF THIS IS TO ENSURE NOBODY IS PUT AT POTENTIAL RISK. WE WILL BE ASKING YOU TO READ THROUGH THE QUESTIONNAIRE A FEW DAYS PRIOR TO COMING IN AS WELL, THIS MEANS THAT IF YOU ARE UNABLE TO ATTEND, WE HAVE TIME TO RESCHEDULE YOUR APPOINTMENT AT AN APPROPRIATE TIME.

AN OVERVIEW OF THE QUESTIONS ARE:

- IF YOU HAVE TRAVELLED ABROAD WITHIN 14 DAYS
- IF YOU HAVE ANY RELEVANT SYMPTOMS, OR IF ANYONE YOU LIVE WITH HAS SYMPTOMS
- CONFIRMATION THAT YOU ARE HAPPY WITH OUR GUIDELINES
- CONFIRMATION THAT YOU HAVE HAD AN UP TO DATE SKIN TEST
- IF YOU HAVE ANY CONCERNS ABOUT YOUR VISIT TO THE SALON

YOU WILL BE SENT THIS VIA EMAIL PRIOR TO YOUR APPOINTMENT. PLEASE LET US KNOW YOUR EMAIL, IF WE DON'T ALREADY HAVE IT.

OUR STAFF WILL ALSO NEED TO COMPLETE THESE EACH DAY.





APPOINTMENTS – RESCHEDULING MISSED APPOINTMENTS

APPOINTMENTS WILL BE RESCHEDULED IN CHRONOLOGICAL ORDER OF THOSE THAT ALREADY HAD APPOINTMENTS BOOKED BEFORE CLOSING.

MANY OF YOU MAY WISH TO CHANGE THE SERVICES YOU WERE ORIGINALLY BOOKED IN FOR OR YOU MIGHT HAVE DIFFERENT HAIR GOALS, DON'T WORRY, AS WE WILL BE CONTACTING EACH AND EVERY ONE OF YOU TO CONFIRM WHAT YOU WOULD LIKE, AND WE CAN SCHEDULE A ZOOM CONSULTATION IF REQUIRED.

THOSE OF YOU THAT MAY FALL IN TO THE MORE VULNERABLE CATEGORY WILL BE ABLE TO BOOK APPOINTMENTS ON DAYS WHERE WE WILL HAVE ONLY ONE STYLIST WORKING. THESE DAYS WILL BE MONDAYS AND SUNDAYS, AND WILL LARGELY BE RESERVED FOR THOSE THAT ARE (BUT NOT LIMITED TO):

- PREGNANT OR RECENTLY GIVEN BIRTH
- LIVING, OR IN CLOSE CONTACT WITH THE ELDERLY
- HAVE HEALTH CONDITIONS THAT PUT YOU IN A HIGHER RISK CATEGORY

ALL CLIENTS WILL BE REQUIRED TO CONFIRM THEIR APPOINTMENT VIA OUR ONLINE BOOKING PLATFORM – FRESHA.





APPOINTMENTS – FOR THOSE ON OUR PRIORITY LIST & SKIN TESTING

AFTER RESCHEDULING THOSE THAT HAD APPOINTMENTS BOOKED IN OUR CLOSURE PERIOD, WE WILL THEN BOOK THOSE IN THAT HAVE REQUESTED TO BE ON OUR PRIORITY LIST.

WE HAVE NOW CLOSED THIS PRIORITY LIST, AS IT IS BECOMING MORE UNCERTAIN AS TO THE AMOUNT OF TIME YOU MAY HAVE TO WAIT FOR AN APPOINTMENT. WE FEEL THAT IT IS IMPORTANT TO TRY OUR BEST TO ACCOMODATE THOSE ALREADY ON OUR WAITING LIST IN A TIMELY MANNER.

WE CAN'T FORSEE JUST YET, WHAT THE WAIT TIME WILL BE YET, BUT REST ASSURED WE WILL BE DOING EVERYTHING WE CAN TO GET EVERYONE BOOKED IN AS SOON AS POSSIBLE.

PLEASE NOTE: IF YOU HAVEN'T VISITED US IN OVER 6 MONTHS FOR COLOURING SERVICES, WE WILL NEED TO PERFORM AN UP TO DATE SKIN TEST AT LEAST 48 HOURS PRIOR TO YOUR APPOINTMENT. DON'T WORRY IF YOU ARE UNSURE IF YOU NEED ONE, AS WE WILL BE LETTING YOU ALL KNOW INDIVIDUALLY AS WE SCHEDULE YOUR APPOINTMENTS.



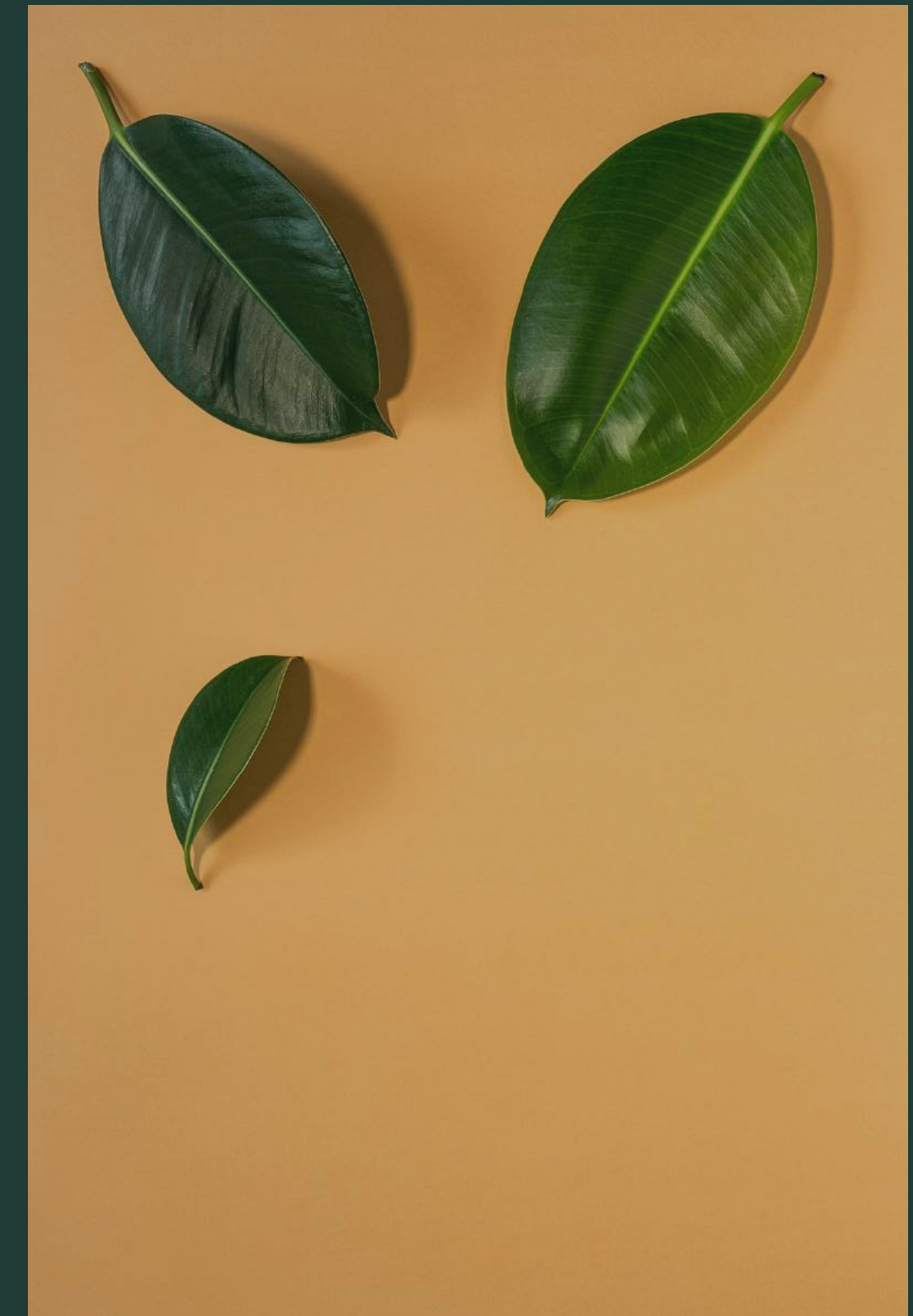


APPOINTMENTS – REBOOKING GOING FORWARD

WE HAVE ALWAYS RECOMMENDED THAT YOU REBOOK YOUR APPOINTMENT IN ADVANCE TO SECURE A DAY AND TIME THAT WORKS WELL FOR YOU.

WE WILL NO DOUBT, NEED TO OPERATE UNDER THESE NEW GUIDELINES FOR A FEW MONTHS, SO MORE THAN EVER, WE WOULD HIGHLY RECOMMEND BOOKING AT LEAST YOUR NEXT TWO APPOINTMENTS IN ADVANCE.

DON'T WORRY IF YOU MAY NEED TO CHANGE IT. IF YOU HAVE AN APPOINTMENT ALREADY BOOKED IN, IT MAKES IT MUCH EASIER FOR US TO RESCHEDULE RATHER THAN FIND A SPACE.





CANCELLATION POLICY

WE WILL NEED TO IMPLEMENT AND ENFORCE OUR CANCELLATION POLICY MUCH MORE STRICTLY, AS THE ANTICIPATED DEMAND FOR OUR SERVICES WILL NO DOUBT BE INCREASED DUE TO OUR DECREASE OF AVAILABLE SERVICING TIME. PLEASE NOTE, IF YOU NEED TO RESCHEDULE YOUR APPOINTMENT IF YOU CAN NOT ATTEND DUE TO COVID - 19 SYMPTOMS, OUR CANCELLATION POLICY WILL BE WAIVERED. HOWEVER, PLEASE DO LET US KNOW AS SOON AS YOU POSSIBLY CAN.

CANCELLATIONS MADE WITHIN 48 HOURS OF THEIR APPOINTMENT WILL BE CHARGED AT 50% OF THE TOTAL SERVICE CHARGE. NO SHOWS ARE CHARGED AT 100% OF THE SERVICE BOOKED.

IF YOU REDUCE YOUR SERVICES WITHIN 48 HOURS, YOU WILL BE CHARGED 50% OF THE DIFFERENCE. IF YOU REDUCE YOUR SERVICES ON THE DAY, YOU WILL BE CHARGED THE FULL AMOUNT.

WE REALLY HATE TO ENFORCE THIS, SO PLEASE DO LET US KNOW OF ANY ALTERATIONS AT LEAST 48 HOURS IN ADVANCE.

OUR TEXT REMINDER SERVICE WILL SEND OUT A REMINDER TEXT THREE DAYS PRIOR TO YOUR APPOINTMENT, AS WELL AS 48 HOURS BEFORE.





PRICING

PRICING WILL BE INCREASING ON THE MAJORITY OF SERVICES. WHEN BOOKING YOUR APPOINTMENT, WE WILL CONFIRM WITH YOU, YOUR PERSONALISED QUOTE. AS MANY OF OUR SERVICES ARE VERY PERSONALISED, WE MAY ONLY BE ABLE TO GIVE AN APPROXIMATE PRICE, AS IT CAN ALTER DEPENDING ON THE AMOUNT OF PRODUCT WE REQUIRE TO COMPLETE YOUR SERVICE.

CLIENTS THAT HAD AN APPOINTMENT BOOKED WITHIN THE CLOSURE PERIOD WILL STILL RECEIVE THEIR SCHEDULED SERVICE AT OUR CURRENT PRICING, HOWEVER THERE MAY BE AN ADDITIONAL CHARGE FOR ANY EXTRA PRODUCT USED.

AS EVER, WE WILL ALWAYS BE AS TRANSPARENT AS POSSIBLE, AND WILL ALWAYS WORK WITH YOU AND YOUR HAIR TO FIND THE BEST SERVICE FOR YOU, YOUR BUDGET, YOUR DESIRED MAINTENANCE ROUTINE, AND OF COURSE – YOUR HAIR. WE WILL ALWAYS OFFER A BESPOKE SERVICE, WHICH IS WHY OUR NEW MENU OFFERS THE OPPORTUNITY FOR MORE CUSTOMISABLE SERVICES. IN ADDITION, WE HAVE A NEW PRICING STRUCTURE WHICH SEES THE INTRODUCTION OF OUR “BLOSSOMING STYLISTS PRICING”. THESE GIRLS, ARE FULLY QUALIFIED STYLISTS, THAT ARE PERFECTING THEIR GREEN & CO SKILLS AND STANDARDS. APPOINTMENTS MAY TAKE A LITTLE LONGER THAN USUAL, AND THEY MAY NEED A LITTLE GUIDANCE THROUGHOUT, BUT TYPICALLY THEIR PRICING IS A LITTLE LOWER TO REFLECT THIS.





PAYMENTS & VOUCHERS

WE WILL BE ASKING ALL CLIENTS TO PLEASE PAY BY CARD WHERE POSSIBLE PLEASE. THIS CAN BE DONE VIA BOTH OUR CARD MACHINE (WHICH WILL BE SANITISED BEFORE AND AFTER USE), AS WELL AS OUR PAY THROUGH APP FEATURE ON OUR SALON OPERATING SYSTEM.

PLEASE NOTE, THE CONTACTLESS LIMIT IS NOW £45, AND APPLE PAY DOES NOT HAVE A LIMIT.

ALL CLIENTS WILL BE ASKED TO CONFIRM THEIR BOOKED APPOINTMENT THROUGH THE INSTRUCTIONS SENT VIA TEXT WHEN THE APPOINTMENT IS SCHEDULED. IT WILL REQUEST YOU TO ENTER YOUR CARD DETAILS, THIS IS A SECURE PLATFORM, AND YOU WILL NOT BE CHARGED UNTIL YOUR APPOINTMENT HAS TAKEN PLACE (OR OUR CANCELLATION POLICY IS APPLIED). THIS WILL THEN ALLOW YOU TO CHECKOUT WITHOUT DOING ANYTHING AT ALL.

FOR THOSE THAT HAVE VOUCHERS THAT EXPIRED DURING OUR CLOSURE PERIOD, WE WILL BE EXTENDING THESE FOR THE RELEVANT PERIOD OF TIME.

FOR EXAMPLE:

YOUR VOUCHER EXPIRED ON THE 23RD APRIL, WE CLOSED ON THE 23RD MARCH, THEREFORE YOUR VOUCHER WILL BE EXTENDED FOR FOUR WEEKS.

THIS IS AT OUR DISCRETION ONLY, AND WE WILL NOT BE EXTENDING VOUCHERS THAT EXPIRED PRIOR TO THE 23RD MARCH



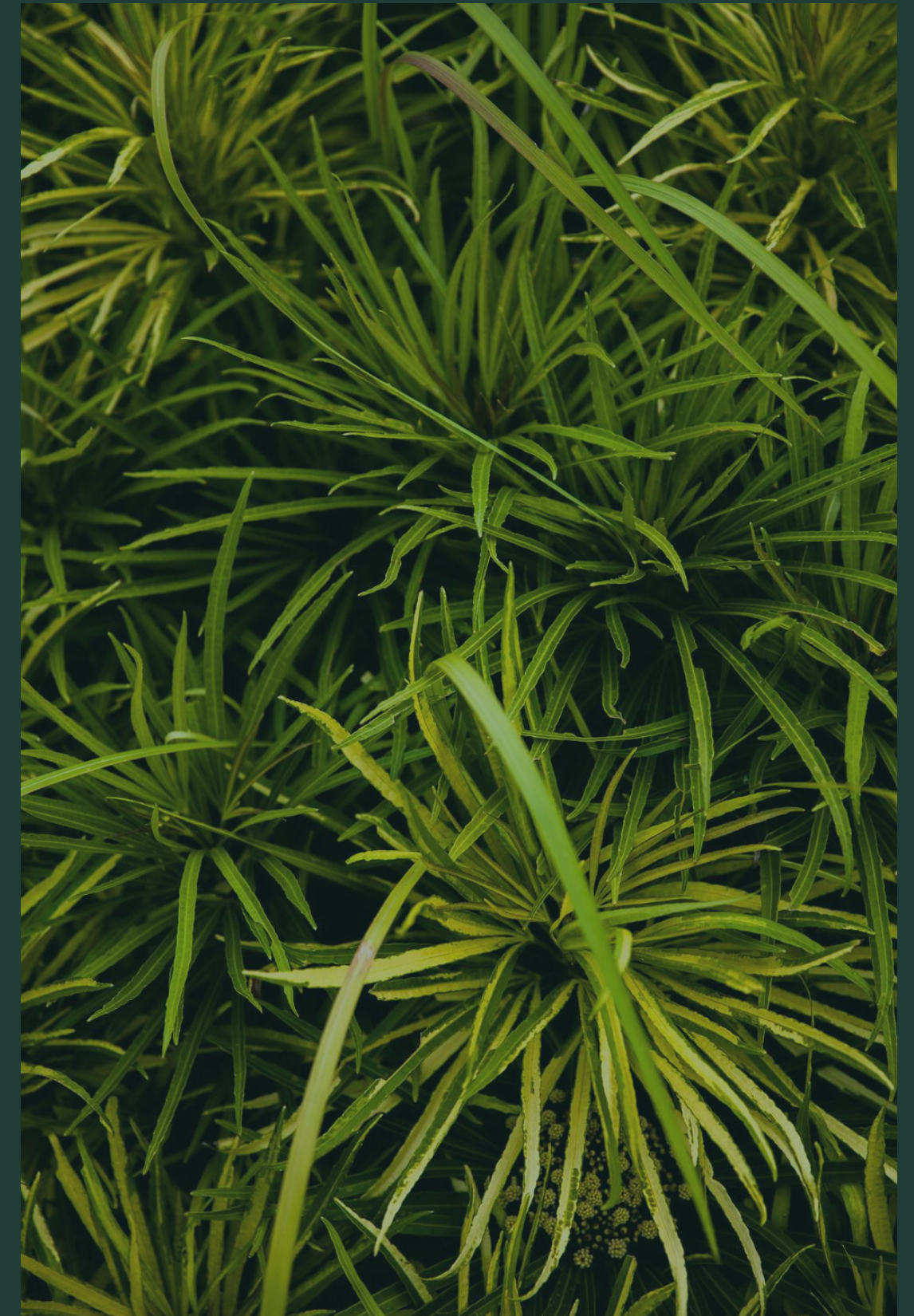
SERVICES THAT WILL NOT BE AVAILABLE FOR NOW

WE HAVE OBSERVED OTHER COUNTRIES' GUIDELINES, AND IN SOME AREAS, THEY ARE UNABLE TO BLOWDRY THEIR CLIENTS' HAIR. WE HOPE THAT THIS WON'T BE THE CASE, BUT IF IT IS, WE ARE MORE THAN HAPPY TO PROVIDE YOU WITH AN ECO FRIENDLY DISPOSABLE TOWEL SHOULD YOU WISH TO WRAP YOUR HAIR UP ON LEAVING.

WE WILL BE UNABLE TO OFFER DRY CUTS FOR THE TIME BEING. IF YOU ARE A REGULAR CLIENT THAT NORMALLY HAS A DRY TRIM, YOU WILL BE UPGRADED TO A WET CUT AT THE EXTRA CHARGE. IF YOU WISH TO LEAVE THE SALON WITH DRY HAIR (GUIDELINES DEPENDING), PLEASE BOOK IN FOR A CUT & FINISH.

ON THIS BASIS, IF YOUR CHILD IS TOO YOUNG TO HAVE THEIR HAIR WASHED AT THE BASIN, WE UNFORTUNATELY WON'T BE ABLE TO ACCOMMODATE THEM UNTIL THESE MEASURES ARE REVIEWED. THE DESIGN OF OUR BASIN ALLOWS MANY PEOPLE, INCLUDING THE LITTLE ONES TO BE ABLE TO REACH THE SHAMPOO BOWL, SO THIS SHOULDN'T BE A PROBLEM.

UNFORTUNATELY WASHING YOUR HAIR AT HOME, WILL NOT TAKE AWAY FROM THE FACT WE WILL NEED TO WASH YOUR HAIR IN THE SALON.





SUMMARY OF SAFETY MEASURES WE HAVE PUT IN PLACE

IN SUMMARY, WE WILL BE DOING OUR BEST TO KEEP GREEN & CO A SAFE ENVIRONMENT FOR BOTH OUR CLIENTS, AND STAFF. THIS WILL BE DONE WITH THE FOLLOWING KEY POINTS:

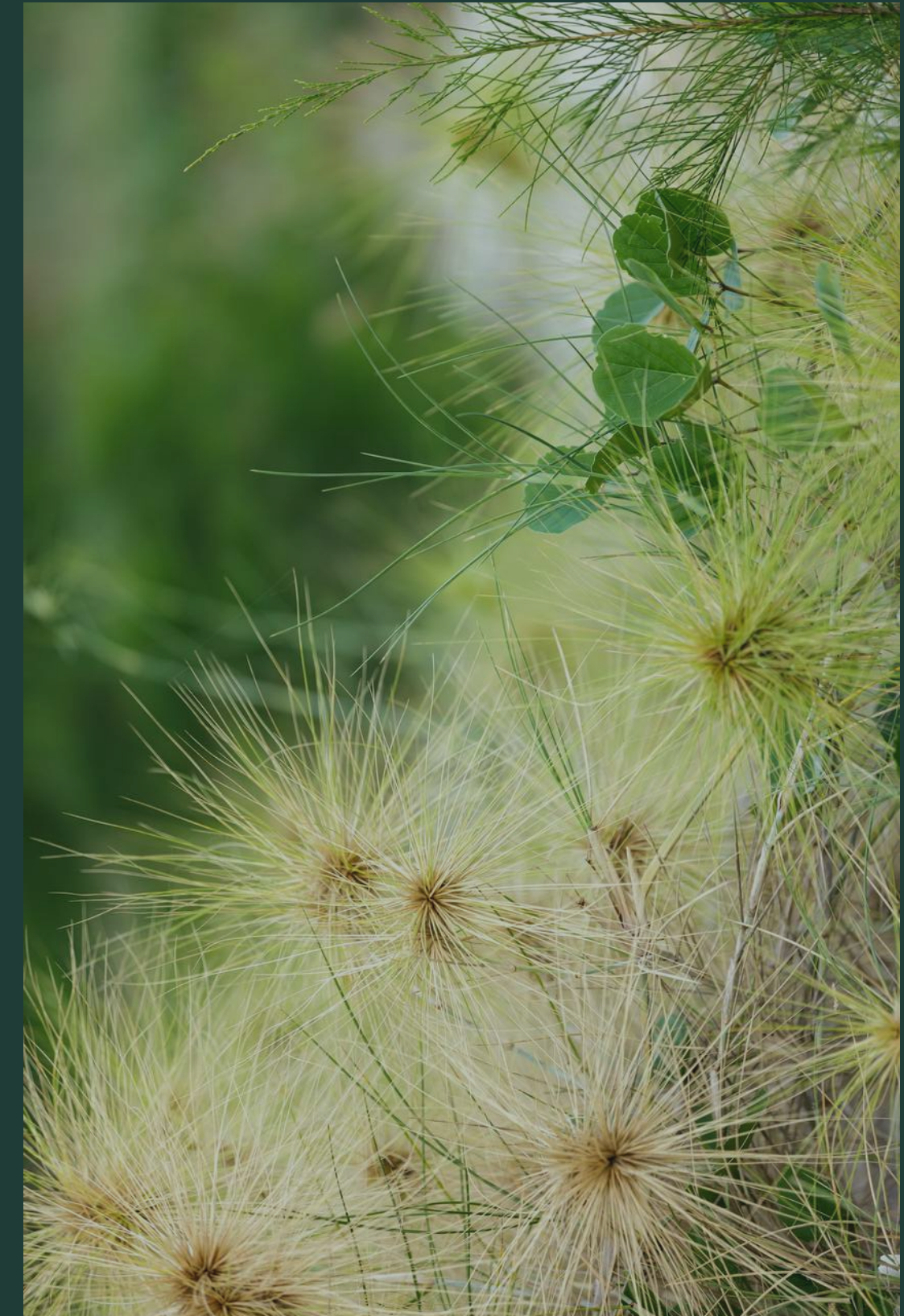
- FREQUENT HAND WASHING & HAND SANITISING
- RELEVANT PPE ITEMS AVAILABLE FOR BOTH STAFF & CLIENTS
- ENHANCED, STRICT CLEANING SCHEDULE – ALLOWING 15 MINUTES BETWEEN EACH CLIENT TO SANITISE AREA, TOOLS, AND EQUIPMENT
- TEMPERATURE CHECK OF BOTH STAFF & CLIENTS ON ARRIVAL
- VARIOUS CLEANING PRODUCTS AND RESOURCES AVAILABLE
- MATERIAL ITEMS TO BE USED ONCE ONLY, DISINFECTED AND LAUNDERED





SUMMARY OF SAFETY MEASURES WE HAVE PUT IN PLACE

- WE HAVE REMOVED ALL MAGAZINES AND BOOKS, YOU WILL HAVE ACCESS TO A DIGITAL SUBSCRIPTION WITHIN THE SALON
- PLEASE KEEP YOUR BELONGINGS TO A MINIMUM, AND KEEP THEM IN THE CLOTHES BAG/ PROTECTOR PROVIDED, OR THE SMALL BOS AT THE STYLIGN STATION THAT WILL BE PROVIDED
- PLEASE WASH AND/OR SANITISE YOUR HANDS ON ARRIVAL
- PLEASE DO NOT ATTEND YOUR APPOINTMENT IF YOU OR ANYONE YOU ARE IN CLOSE CONTACT WITH HAS EXPERIENCED SYMPTOMS IN THE LAST TWO WEEKS
- PLEASE DO NOT ATTEND YOUR APPOINTMENT IF YOU OR SOMEONE YOU ARE IN CLOSE CONTACT WITH HAS BEEN ABROAD WITHIN THE LAST TWO WEEKS
- CLIENTS THAT HAVE NOT BEEN TO US WITHIN SIX MONTHS, WILL NEED AN UP TO DATE SKIN TEST PERFORMED AT LEAST 48 HOURS PRIOR TO THEIR APPOINTMENT





SUMMARY OF CHANGES THAT WILL TAKE AFFECT FROM REOPENING

THE FOLLOWING CHANGES WILL BE TAKING AFFECT FROM REOPENING:

- PRICE INCREASE (THOSE WITH MISSED APPOINTMENTS WILL REMAIN UNDER THE OLD PRICING FOR THEIR FIRST APPOINTMENT BACK)
- REMOVAL OF THE WAITING AREA – PLEASE ATTEND YOUR APPOINTMENT ALONE, AND WAIT OUTSIDE IF YOU ARE EARLY. IF YOU ARRIVE LATE WE MAY NEED TO REDUCE YOUR SERVICES (CANCELLATION POLICY APPLIES)
- WE MAY NOT BE ABLE TO SERVE BEVERAGES
- YOUR APPOINTMENT WILL NO DOUBT TAKE LONGER THAN USUAL
- WE WILL NOT BE ABLE TO PROVIDE DRY CUTS OR FRINGE TRIMS
- WE WILL BE ENCOURAGING YOU TO PAY BY CARD/CONTACTLESS





SUMMARY OF CHANGES THAT WILL TAKE AFFECT FROM REOPENING

- THOSE WHO HAD APPOINTMENTS DURING OUR CLOSURE PERIOD WILL BE CONTACTED TO GET YOU BOOKED IN. THIS WILL BE DONE IN CHRONOLOGICAL ORDER.
- THOSE THAT DIDN'T HAVE AN APPOINTMENT BOOKED, BUT ARE ON OUR WAITING LIST, WILL THEN BE CONTACTED.
- CANCELLATION POLICY WILL APPLY TO EVERYONE. EXCEPTIONS MADE FOR THOSE UNABLE TO ATTEND THEIR APPOINTMENT DUE TO LAST MINUTE SYMPTOMS OR COVID – 19
 - VOUCHERS THAT EXPIRED DURING OUR CLOSURE WILL BE EXTENDED
 - STAFF HEALTH AND WELL BEING WILL BE MONITORED AT A HEIGHTENED, AND MORE FREQUENT LEVEL
 - THERE WILL BE SPECIFIC DAYS AND TIMES SET ASIDE FOR CLIENTS THAT MAY BE MORE VULNERABLE. THIS WILL BE WHEN THERE IS A SINGLE STYLIST WORKING.





THANK YOU!

ONCE AGAIN, THANK YOU FOR YOUR LOVE AND SUPPORT THROUGHOUT THIS TIME.

WE VERY MUCH APPRECIATE EVERY SINGLE ONE, AND YOUR PATIENCE. WE ARE HUMBLLED AND HONOURED TO HAVE SUCH WONDERFUL CLIENTS, AND WE REALLY CAN NOT WAIT TO SEE YOU ALL AGAIN.

WE PROMISE THAT WE WILL BE BACK STRONGER, AND BETTER THAN EVER BEFORE, ALL THANKS TO YOU INCREDIBLE PEOPLE.

WE CAN NEVER, EVER SAY THANK YOU ENOUGH, WE ARE TRULY BLESSED AND YOU MAKE OUR "WORK" A JOY AND A PLEASURE, ALWAYS.

WE PROMISE TO KEEP THE SALON A SAFE ENVIRONMENT FOR YOU ALL, AS WELL AS ALWAYS GOING ABOVE AND BEYOND TO PROVIDE THE HIGHEST STANDARD OF HAIR SERVICES. GREEN & CO WILL ALWAYS BE A PLACE WITH OPEN ARMS, AND A PLACE WHERE YOU CAN RELAX, UNWIND AND JUST ENJOY BEING YOU.

THANK YOU FOR TAKING THE TIME TO READ THIS GUIDE, AND OF COURSE, WE ARE ALWAYS CONTACTABLE ACROSS OUR SOCIAL MEDIA AND EMAIL IF YOU HAVE ANY QUESTIONS.

LOTS OF LOVE,
GREEN & CO X

