

THE
CHELSEA

RAIN
HAIR SALON

Dear Chelsea/Rain clients,

As we move towards reopening our salons on June 2nd, we ask for your help in making this transition not just a smooth one, but one that also keeps our staff and your safety the top priority.

You must pre-book appts either using email, online or phone bookings.

We are not taking walk-ins at the moment.

We ask that you arrive 5 min early and will be asked to wait outside; we will come get you or text you when it's time to enter. **Note:** you may need to wait a few minutes while we disinfectant the area you will be sitting at.

You are asked to arrive "relieved" to our salon if possible, as ideally, we would like to avoid using our bathrooms for now (of course you can use it in an emergency). Additional movement about the salon beyond the station in which you'll receive your service, will further add to the higher-trafficked areas, necessitating more time needed for cleaning and disinfecting between guests and at the end of the day. We would like to keep each area as isolated from other parts of the salon as possible so as to keep our guests and staff as safe as possible.

In the same vein, we are not encouraging gown use at this time and want to remind you to wear clothing appropriate for the risks of the services you will be receiving (possible moisture, hair interlocking clothing fibres and colour staining). We will provide gowns if requested and they will be laundered between each use.

We will not be serving water, coffee, tea or any other beverages. You may bring your own beverage but must keep it at your station.

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We ask that you keep your jackets and/or tops with you if you bring them in or change. All bags, purses, backpacks and cell phones must be kept with you.

You will be directed to either wash your hands for 20 seconds or use hand sanitizer upon arriving.

If you have:

- been sick or been around anyone that has been sick for the last 14 days
- had a fever or feels ill
- or have travelled in the last 14 days

We ask that you immediately reschedule your appt and no cancellation fee will be charged at this time. (We will ask that you answer questions on placard before we can proceed)

We will be measuring your temperature upon arrival. (this could be a fun game of “guess my temperature”); all staff will also have their temperature read upon arrival.

You will be pre-screened before your appts via email or phone confirmations.

All our Covid-19 policies and procedures will be posted on our social media sites, websites and sent to clients via email. We will also be posting outside the salon and inside the salon all important policies and procedures.

Thank you all for your assistance during this time. We are excited to see you all again, we just need to make sure we are doing everything we can to keep everyone safe!