

Pizazz Hair Design – Essentials Hair Design – Eterna Salon & Day Spa

COVID-19 Policies & Procedures

Please read and follow the below policies and procedures prior to your appointment. We can't wait to have you back on our chair, and want to comfort you in knowing safety is our first priority!

CLEANING

- We're making safety our first priority! You will notice we will be cleaning in between each client, and every 20 minutes when there is not a client in our chair and in common areas. Our front area is sanitized every 20 minutes including front desk area, pinpad, telephone, etc. Our styling stations are sanitized after every client including all tools, surfaces, and surrounding area. All areas are properly sanitized according to the guidance we received from WorkSafe BC.
- We're all pro's at hand washing all the time, but rest assured we will continue to do this frequently with anti-bacterial hand soap
- We will have hand sanitizer upon entry, and in the salon for you to use at all times. We require everyone to use this upon entry

PPE

- It is mandatory for all clients to wear a mask. If you do not have one, you can purchase one when you arrive for \$2
- Each client will be given a disposable cape
- Stylists will have masks on and additional protective gear

SOCIAL DISTANCING

- Washrooms and waiting rooms will be closed for your safety
- There will be a reduction in the number of clients we allow in the salon at the same time.
- We ask that you come to your appointment alone. In order to limit the number of individuals in the salon, we will not allow individuals in the salon unless they have an appointment.
- If your child is due for an appointment, we ask that you only make the appointment if your child is able to manage being serviced alone. If you have any questions, please reach out to your stylist
- Although we will do our best to maintain your scheduled appointment time, if we're running behind or need a few extra minutes to finish cleaning duties, you will be required to wait outside the salon. **With every scheduled appointment, we will call every client as soon as their stylist is ready for them.** For example, if you have an

appointment at 2PM today, please do not enter the salon without getting a call from the receptionist. We will inform you via a phone call when we're ready for you!

- We have protected our front desk with a protective shield. We appreciate contactless forms of payment like the tapping feature on credit cards, and Apple Pay.
- Clients are encouraged to attend appointments punctually, and pre-book future appointments to reduce long wait times
- If you arrive early to your appointment, we ask that you wait outside the salon. If your stylist is running late, you will be called and asked to wait outside the salon until they're ready
- We encourage you to not bring anyone with you to your appointment unless necessary.
- Water is available so long that each client brings their own water bottle. All other drink services are paused until further notice.

SYMPTOMATIC SCREENING

- We ask if you are feeling sick to please call and re-schedule your appointment to a later date. Anyone that is symptomatic will be asked to leave the salon and call 811.

SUSPENDED SERVICES

We have suspended the following services until further notice:

- Massage Therapy
- Scalp Services
- Facial Services
- Paraffin Treatments

Friendly reminder, our coffee, tea, washroom, and waiting area service is also suspended until further notice.

ADMINISTRATION

- A price increase is in effect. Please find information on website