

## **Client Procedures**

In these very challenging times, I want to ensure you that our standards to protect our clients and staff are higher than ever.

We are implementing new guidelines in order to keep everyone as safe as possible.

You are requested to come alone for your appointment unless accompanying someone who needs assistance.

Please wait in your car and call to say you have arrived. We will let you know when we are ready for you to come up.

There is a new Hand Sanitiser unit just inside the door which we would like you to use.

You will then have your temperature taken and we will go through the Covid-19 declaration, if you have not already done so. If you have a raised temperature, we will have to re-arrange your appointment unfortunately.

You will need to let us know if anyone in your household is unwell or self-isolating or develops symptoms of Covid-19 and we will need to rearrange your appointment.

We will greet you warmly, but without a hug or handshake at this time :((

You will then be shown directly to one of the cubicles.

During this current situation we have removed our in-house shared reading materials but you are welcome to bring your own and to also use our wifi. ID rosshairclinicguest password rosshair

We are being especially vigilant about cleaning routines and we have all been trained in the new health and safety protocols.

We are asking if at all possible for you to bring little or no personal belongings with you. Any personal belongings will be brought into the cubicle with you.

You will be given a sealed tray containing a freshly laundered gown and towels and a sealed disposable face mask which you will be asked to wear throughout the appointment. Hand Sanitiser and tissues will be available in the cubicle also.

Unfortunately, dry cuts will not be available at this time. We will request you have your hair washed by us before your haircut

We respectfully ask you not to use your own face masks but to use the ones we will provide. If at any stage you disturb your mask or if it gets wet, we will provide you with a fresh mask.

We will be wearing fresh PPE for every client and practicing strict Hand Sanitising procedures before attending to each client.

During your shampoo, we will ask you to give a signal that the water temperature is ok and discourage talking during this procedure only.

We will try to maximize the physical distance from you as much as is possible.

I will bring the credit card machine into the cubicle to you to reduce time spent at the reception desk. If you need any products, we will get them for you off the display stands.

If you have any questions or concerns, please don't hesitate to let me know and I will address them for you.  
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