

DONOVAN

HAIRDRESSING

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Post Covid-19 UPDATE

I hope this message finds you safe and well.

Hello everyone, we're open and we'd like to welcome you back. Thank you all for your support, and we're hoping that you have all managed to get through this period safely.

We are currently taking bookings **by telephone only 01462 451202**, but will open the online facility very soon.

We respectfully remind you that we are currently operating by appointment only and with strict changes to protocols in place, as listed below:

- ✂ **Salon; to ensure safe distancing between clients** and due to new space requirements we have converted our staff room to provide additional Salon space.
- ✂ **On line booking facility;** we have temporarily disabled the on line booking system to ensure we (manually) control the numbers of visitors in the salon at any one time.
- ✂ **'Colour Wednesday';** will not be offered during this period.
- ✂ **Deposits and schedule;** we will need to ensure we are well prepared for your visit, which includes operating to a schedule, trying not to keep anyone waiting by running over time, **promptness** is a benefit to all. Therefore, to ensure your reservation goes to plan, and to reduce cancellations, we will need to introduce a **deposit policy of 50%** at the time of booking.
- ✂ **Policies and procedures;**
 - **Priority bookings will be offered to those that had previous appointments cancelled due to Covid. If you had an appointment before shutdown, we will contact you.**
 - Appointments are for **one** person only, sorry, limited space to be accompanied.
 - No children's haircuts **until we have caught up!**
 - **On arrival;** please ensure you use the sanitiser station **located at the entrance!**
 - **Salon etiquette and PPE;** we will use disposable towels for the foreseeable future....
 - Gowns and stations will be steam cleaned and sanitised after every service
 - **Clients will be expected to use the PPE provided (or their own).**
- ✂ **Hair Hygiene/Condition;** BEFORE an appointment, please advise us if you have had an interim haircut or a home colour and please attend with recently washed hair.
- ✂ Due to the Covid time frame or maybe a lack of regular treatment, it must be noted it may take more than one visit to fully revitalise your hair.
- ✂ **Prices;** unfortunately we need to advise that we will have to introduce a temporary sundry surcharge fee of £3 for all visits, and a further £5 for all colour services as a contribution to the post Covid additional PPE, supplementary products and environmental charges.