

COVID-19 guidelines

Our commitment to you

We are excited to be welcoming our clients back to Albert Fields from 4th July. Your health and wellbeing are our priority. We will comply with guidelines issued by Government and our local authority. Please read the information below prior to attending your appointment to ensure your visit is safe and enjoyable.

Our salon

- We have extended our opening hours and divided our team into shifts to reduce the number of people in the salon at any one time.
- We have rearranged the salon space to adhere to social distancing guidelines.
- Surfaces will be cleaned frequently, and client styling stations will be sanitised between each appointment.
- All items of equipment will be disinfected before and after every service.
- Appropriate personal protective equipment (PPE) will be worn by staff, including visors, aprons, gloves and face masks when necessary. PPE will be replaced or sanitised after every client in accordance with Government guidelines.
- We will ensure adequate ventilation throughout the salon with doors open when possible.

Our team

- All team members have been trained to care for our clients in a safe, hygienic, and professional manner.
- We have agreed social distancing for our team in communal staff areas.
- Staff have been briefed to not attend the salon if they have a temperature, are feeling unwell or if anyone in their household is unwell or self-isolating.

Our professional services

- We have reviewed our service menu and removed any that we feel will be unsafe at this time.
- All staff will wear appropriate PPE and wash their hands before and after every client interaction.
- In-salon consultations will be done at the client's styling station and via the mirror to avoid face to face interaction.
- Screens have been installed between hair washing facilities.

Client arrival and reception

- We will not be accepting client walk-ins, please pre-book.
- We request clients to arrive on time to avoid queues and loss of appointment.
- We ask that clients attend their appointments alone.
- A screen will be installed at reception.
- We ask that you pay using card or cashless means where possible.
- You will be escorted to your stylist's station promptly to avoid congestion at reception.

We ask you, our clients to

- Arrive at the time agreed to maximise social distancing.
- We prefer you to wear a face covering when you come to the salon.
- To wash your hands or use hand sanitiser before and after each service.
- We will not be serving refreshments.
- We will not have magazines in the salon.
- To contact us and re-arrange your appointment, at no additional cost, if you have a temperature or are feeling unwell; or if any person in your household is unwell or is self-isolating.
- Do not come to the salon if you or anyone you live with is unwell or self-isolating.
- Please be kind and patient with members of the team. We are doing our best to provide excellent service in rapidly changing circumstances.
- We are happy to discuss any of your individual concerns, please feel free to call the salon or speak with a member of the team.

We reserve the right to amend or adjust these guidelines based on government policy and new research to protect the safety of all our staff and clients.

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