

To Our Valued Clients and Guests,

We very excited that we are opening and will see you soon! In light of the current COVID-19 pandemic, your comfort and safety is our main priority. We wanted to give you an update on the changes we are making in the salon to ensure your safety is our main priority.

If you are unwell, have recently returned from overseas travel, awaiting COVID-19 test results or have come into contact with someone with COVID-19, please reschedule, even if you do not have any symptoms.

We are closely monitoring the government and industry advice, and have made some changes in how we operate under their best guidance.

APPOINTMENT GUIDELINES

- Again, If you are feeling sick or have been in contact with anyone who has been sick, please reschedule. Please give us as much notice as possible if you decide you can't make it in.
- Please arrive 15 minutes before your appointment time to allow for check-in protocols.
- When you arrive, please review the protocol signs posted on the door for the salon-specific checkin process.
- You will be greeted at the front door by a member of our staff.
- Your temperature will be taken before you walk into the salon.
- Sanitize your hands when you walk in. There will be hand sanitizer near the front door.
- Fill out required COVID-19 Questionnaire/Waiver
- Don't bring extra stuff into the salon.
- You will be taken to the stylist's chair. Please do not leave that chair.
- Come alone. We are on a strict number guideline and any extra people will put us over our limit.
- You are required to wear your mask while in the salon.
- Adhere to social distancing as much as possible.
- Limit the use of cash if you can.
- ***By appointment only. No walk-in appointments.***

SALON SANITATION PROTOCOL

- Our team members wash their hands and use hand sanitizer between all clients.
- Our tools and equipment are sanitized and/or disposed of after use.
- Our towels are laundered in commercial-grade machines using hot water and fragrance-free detergents.
- All high-touch areas are wiped with disinfectant wipes throughout the day.
- All locations are cleaned and disinfected nightly using hospital-grade disinfectants and during this period we have increased our cleaning protocols to thoroughly disinfect all high-touch areas nightly.
- We are taking extra care to ensure we are sanitizing and cleaning between each client in the chairs
- We have introduced sanitation-stations with hand sanitizer – please use these, as much and as often as you can
- We are still committed to your comfort while at Tangibles, however you will notice we have begun serving our refreshments/teas/coffees/drinks in disposable cups. This is for the safety of our staff to reduce germ transfer, and you, and we promise we are doing our best to recycle and dispose of these ethically.
- You may also notice that we have removed magazines– again, this is to reduce germ transfer. Please feel free to bring in your own reading materials.
- Our team is following government recommendations, and will all be isolating if they show flu-like symptoms, so we ask for your patience and understanding if we need to reschedule your appointment.

During this time, we will do everything in our power to keep our team and our clients safe.

Thank you for your cooperation, take care and be safe!