



ANGELS

BEAUTY CLINIC
HAIR DESIGN

Angels Beauty Clinic, July 2020, V3

Coronavirus Client Guide

WELCOMING YOU BACK

Angels reopened on the 6th July for pre-booked hair appointments.

The beauty side reopens on 15th July with a phased return of the team.

We have created this guide to help you know what to expect during your next appointment.

Although we have made some changes due to the Coronavirus you can expect the same friendly Angels welcome and an enjoyable experience.

ARRIVING FOR YOUR APPOINTMENT

Please arrive at the time of your appointment and ring the door bell.

The salon door will be locked to prevent walk ins and manage the number of clients in the building.

We won't keep you waiting long and there will be clear signs on the door.

You should arrive alone (or with a carer) and with minimum belongings.

We'll open the door, welcome you in and sanitise your hands. We might be wearing visors and masks but it's still us!

ARRIVING FOR YOUR APPOINTMENT

We'll ask you a few health questions and reconfirm the treatment that you booked.

We'll only be able to perform the treatment that you booked as we are working to more precise timings, can't allow client overlaps and need equipment setup.

If all is OK, we'll take you to your treatment room/area.

We'll ask you to wear a mask which we will provide as we'll be working in close proximity.

WHILST YOU ARE WITH US

Unfortunately we will not be able to provide reading materials. You might want to bring a book or a magazine.

We've had to stop providing hot drinks but have cold bottles of water.

If you need the toilet, no problem, it will be spotlessly clean. Please ask your therapist/stylist and they will check it's available and give you some hand sanitiser before you go in.

If you need to sneeze or blow your nose, we'll have tissues, bins and sanitiser right there for you.

PAYING FOR YOUR TREATMENT

On government advice, paying for your treatment is now cashless.

Please pay with your card or smartphone.

We'll wipe the card machine before you pay.

If cash is truly your only payment option, we'll accept the exact amount only.

If you would like to tip, that's very kind, please tell your therapist/stylist. They will get their tin for you. Please place the tip directly into their tin to reduce handling.

CORONAVIRUS SURCHARGE

We are very sorry but are forced to implement a Coronavirus surcharge as we're experiencing the worst combination possible of significantly increased costs with the ability to serve fewer clients.

We have always made it our ethos to make treatments affordable and as a result do not have the margins built into our prices to be able to absorb this cost.

We hope you understand. We will reduce or remove the fee as soon as possible.

We will inform you of the current surcharge when booking your appointment. Details are also available on our website.

BOOKING YOUR NEXT APPOINTMENT

The best time to book your next appointment is whilst you are still with us.

We'll book your appointment in the usual way but it's best if you note the time of your next appointment in your diary or phone. Or we'll give you an appointment card.

You can of course call us to book another appointment.

Although we'd love to see you, It's best if you don't pop in to book as we may have to keep you waiting outside until reception is clear or a team member is available.



KEEPING US ALL SAFE

We've always maintained strict Health and Hygiene standards.

The Coronavirus has presented some new challenges but you can be assured that we've taken the appropriate steps to keep you and the team safe.

We're confident in saying that we exceed government COVID-secure requirements.

We have completed our COVID risk assessment, a laminated copy is available in reception. You will also see our COVID-secure sign in reception.

KEEPING US ALL SAFE

We re-wrote our staff guide, client treatment guides and cleaning protocols.

Before we reopened, the team were trained to industry and Angels leading standards. We also regularly review and apply latest Government/industry guidance.

You'll see many changes to the building and working areas, including screens where appropriate.

We've installed HEPA/UV air purifiers in treatment rooms/areas.

The building has been painted inside and out and is regularly deep cleaned.