

CLIENT COVID-19 SALON POLICY

Salon Measures for a Safer Experience

Dear clients

Your health and safety remain our #1 priority! Whilst we are excited to welcome you back, we are required to operate differently than before, with additional hygiene and social distancing measures in place. As stipulated by the government, these additional measures are critical to the health and safety of every person who walks through our doors (clients and staff alike). As the government lessen the restrictions over time, we will adjust these regulations accordingly.

COVID-19 surcharge

Due to the cost implications of the additional government Covid-19 protocol requirements, we would like to ask all clients to please play an additional R5 towards our Covid-19 Care Surcharge per visit to help cover a portion of the additional cost.

Please read through these protocols before your appointment and know that we remain committed to providing you with the best family-centric salon experience that we are known for 😊

BOOKING PROCEDURE

1. Pre-booking is required to avoid long queues and waiting periods.
2. Due to the additional protocols, we have a limited number of clients per day.
3. Please reschedule appointments if you or your child are sick or exhibiting symptoms, especially a cough, fever, sore throat, or shortness of breath.
4. Please reschedule if you or your child have been in contact with someone that has contracted Covid-19 until you have been cleared by a medical professional.

ACCESS

1. Clients might be required to queue outside, maintaining 1.5 meters distancing until entry is granted.
2. To limit the number of clients in the store we are only able to accommodate clients 5 minutes prior to their scheduled appointment and late arrivals will unfortunately need to reschedule as it could affect all subsequent bookings.
3. Entry requirements:
 - **Please do not bring any family members/friends if they do not have an appointment. Children with appointments are allowed only one caregiver to accompany them.**
 - Wearing a mask is compulsory for all adults and children over the age of 3.
 - Temperature screening will be done upon arrival. Those with temperatures above 38 degrees Celsius will unfortunately not be allowed access into the store.
 - Hand sanitizer will be provided at the door. Everyone is required to disinfect their hands before entry.
 - Any clients showing symptoms will not be allowed inside. If you are feeling unwell or showing symptoms, please kindly reschedule your appointment only once you have been given clearance from a medical professional.

IN-STORE POLICIES (based on government requirements for salons to trade)

1. Clients are always required to adhere to the social distancing requirement of at least 1.5 meters apart, lookout for clearly marked areas within the store.
2. All clients must wear masks and sanitize their hands in the shop. Only children aged 3 or under do not need to wear a mask.
3. Children may not be left unattended or allowed to roam freely in the store. Please also ensure that they do not play with toys or handle stock unnecessarily.
4. No beverages or food allowed (unfortunately this also means that no sweets will be served during the appointment). Children can collect their reward sweets upon leaving the store.
5. Stylists will collect clients at the designated waiting area
6. As sad as it is, we need to maintain a minimum contact with clients. Please discourage your kids from shaking hands, high fiving, or hugging his/her stylist. We do however require plenty of air hugs and foot shakes.
7. Once seated at the station please remain within the designated area marked on the floor until after the appointment.

SERVICES

1. Government has instructed salons to assign a set time limit for services and treatments to minimize interactions with clients. We are not able to provide a set time limit to the following services, hence they will not be available during this time:
 - All detangling services (please detangle at home before appointment)
 - Curl treatments
 - Washes will not be available to children that do not enjoy it
 - Blowouts will not be available to children that do not enjoy it
2. To limit the number of clients in the salon at a given time, we are unfortunately not able to exceed the allocated time per service per client. Clients with little ones that are unable to get through the service within the allocated time might be advised to reschedule another appointment for the service to be completed.

AFTER APPOINTMENT

1. All clients required to disinfect their hands after the appointment before proceeding to the toy shop or front desk for payment. (unfortunately, no roaming and playtime permitted until further notice)
2. Clients waiting for their first hair cut certificates can return in 10 minutes to collect their certificate.
3. Cash and card payments allowed. The Credit Card machine will be disinfected before and after each use.

IMPORTANT: Clients not willing to follow these regulations will unfortunately need to vacate the premises.

Thank you for your cooperation in these exceptional times.

The KidStation Team