



## **The Courtyard Hair Salon Client Policy - Updated 16th May 2022**

---

**If you are unwell please cancel your appointment – we will re-schedule it for you.**

### **HEALTH BEFORE HAIR.**

- If you test positive for covid please cancel & rearrange your appointment.
- Although we would prefer you to wear a mask it will no longer be obligatory in the salon from the 19th May 2022. The Courtyard Team will continue to wear masks to protect you. If you do come to the salon with a cough or cold we would appreciate it if you wear a mask. We are heading in the right direction to getting back to normal and hope to be mask free soon.
- From the 1st May we will no longer be doing client temperature checks.
- From the 1st May we will no longer be charging the Covid Care fee of £1.00.
- When you arrive at the salon the door will now be open. Please enter the salon and wait in reception, where a member of the team will greet you. The door will only be locked at very busy times, when all staff are at the back of the salon – in this case please wait at the door until a member of the team greets you.
- Please come to the salon alone don't bring family and friend's unless the appointment is for an elderly, vulnerable or very young person who needs to be accompanied.
- Please do not be late as we are on a strict timetable and may not be able to do your hair.
- If you do not turn up for your appointment – you will still be charged for it –please read our cancellation policy.
- We continue to disinfect each station between clients and the salon will also be sanitised regularly throughout the day.
- We now only take card payments.
- We are now back doing complimentary drinks in the salon. The option to order a drink from the Potted Pantry is still available.
- We still have our wonderful range of retail products available for you to purchase. We are happy to assist you in purchasing your take home products. Products are also available for local delivery.
- We charge a £1.00 voluntary fee to go towards our green recycling initiative with the Green Salon Collective.
- Thank you for understanding in case we keep you waiting

**We look forward to seeing you at the salon for your pamper and relaxation time.**