



Clarke&ME consider the health and wellbeing of our customers and employees to be of the upmost importance and want to ensure that we work together to achieve this. This policy sets out the measures we have and will continue to implement to help protect our customers and our team.

What we are doing:-

- Our cleaning procedures have been reviewed to ensure they include disinfecting all touchable surfaces, disinfecting cutting and styling equipment after each client and to ensure hand sanitizers are replenished daily.
- We have increased our cleaning hours to include disinfection of all touchable surfaces and items used after each client
- We have made available hand washing guides and hand sanitizers for staff and customers.
- All magazines, papers and shared items have been removed.
- We no longer offer dry fringe cuts.
- If browsing retail products, we would politely ask you not to handle them. Your stylist can assist if you have any questions about the product.
- Posters and signs have been put in place to raise awareness and set out controls.
- We have limited footfall into the Salon and reduced the number of stylists.
- We ask all our customers to respect the distancing rules at all times.
- There is now a no wait policy and entry to the salon will be controlled and managed by reception. Please arrive for your appointment 5 minutes before.
- You need to have an appointment to visit the salon. No other client entry permitted, with the exception of a minor who has an appointment and is accompanied by a parent/guardian.
- Prior to entry you will be asked some pre-qualifying questions and upon entry asked to wash or sanitize your hands.
- Our team also have suitable personal protective equipment and sanitizer for their use.
- We have carried out a Covid 19 Risk Assessment and set out this guidance and measures to promote everyone's safety.

What you can do:-

- Continue to follow government guidance and maintain social distancing (2 meters).
- Wash your hands and use the hand sanitiser provided.
- Stay away from the salon if you or a member of your household have Covid 19 symptoms.
- Do not invite visitors to the salon without appointment that is managed via reception.
- Adhere to the points set out in our Covid 19 plan.
 - **Please raise any concerns with the Salon Manager or Billy**

We will continually review guidance released and implement additional measures where necessary.

Thank you and stay safe.

