

## Sanni & Co - A Lash & Beauty Experience:

### Salon Opening Procedures

Hello Beautiful! I am so excited to finally be able to open my new salon location, and give you gorgeous lashes again.

The Governor initiated an Executive Order to move into a modest Safer at Home Phase 2 for North Carolina on May 20, 2020. In response to this event, a great deal of thought and care has gone into making sure the salon environment and your salon experience is as safe and sanitized as possible.

Therefore, effective immediately, I have implemented the following policy, and a signed waiver will be required to conduct all services.

### POLICY

- Walk-ins are not allowed. Client visitors/guests are not allowed.
- Appointments scheduled online will require a signature of our **COVID-19 Waiver** upon arrival at the salon. A copy of this waiver will be emailed to you for review at the time you request an appointment. If you agree to comply with the stipulations of the waiver, you will be allowed to confirm your appointment.
- Failure to sign the waiver upon arrival at the salon will result in an immediate appointment cancellation, and no refund of the deposit will be given. This action will also result in a refusal of service, and will impact your ability to book services in the future.
- Any credit card payments placed on your impending service will be retained by the salon and treated as a cancellation for failures to execute the waiver or adhere to salon policy.
- For those appointments booked online or over the phone with properly executed waivers, the following shall apply:
  - Please arrive for all appointments at least 10-15 minutes early. This will allow you time to use the restroom and thoroughly wash your hands. Due to time constraints for each appointment, it is important that your service begins and ends on time.
  - If there is a wait time between your arrival and your service, you will be asked to wait in your car. Once it is time for your services to begin, you will receive a call/text with instructions to come inside the salon.
  - Due to the time needed to sanitize the salon space before and after each appointment, the grace period for arrival is limited to 5 minutes. *Please allow yourself travel time for your scheduled appointment, as any late arrivals will most likely be cancelled. Rescheduling will be difficult due to the volume of clients who need to be serviced.*
  - You will be required to sanitize your hands for at least 60 seconds each time you enter the salon.
  - You will be required to wear personal protective equipment (PPE) while in the salon. ***All clients MUST bring and wear a face mask.*** If you arrive to your appointment without a mask, your appointment will be immediately cancelled and your deposit will be forfeited.
  - As the owner of *Sanni & Co.*, I reserve the right to refuse service to anyone whom I feel is not in compliance with the aforementioned Covid-19 regulations. Additionally, I will use my best judgement if I feel that someone is exhibiting symptoms of an underlying illness, even if the individual states that they are

feeling well. This includes, but is not limited to: individuals who have a constant cough, sweating, or abnormal breathing. Should this occur, the appointment will immediately be terminated.

- In order to ensure my wellness and safety, the following measures will take place:
  - I will wear PPE while conducting your service.
  - I will sanitize and wash my hands between clients.
  - All seating and tables will be sanitized between clients' use and at the end of each day.
  - To the extent possible, disposable items will be used.

**Sanni & Co. COVID-19 WAIVER**

I \_\_\_\_\_, have agreed to receive a salon service from Sanni & Co. on \_\_\_\_\_. I understand that before any service may be performed, I agree to the following:

- To cancel/reschedule my appointment within 24 hours if I am not feeling well for any reason, or if I have been exposed to anyone that has tested positive to the coronavirus in the past 14 days, or if I have any reason to believe that I have or have had the coronavirus within the last 14 days.
- To wear PPE including a mask while in the salon.
- To agree to any and all charges that are charged by Sanni & Co. for failing to sign this waiver or failing to timely cancel/reschedule my appointment or for any no calls/no shows.
- To agree to waive and not pursue any claim against Sanni & Co. should I experience any coronavirus symptoms or test positive for coronavirus after receiving service from the salon.

**Printed Name** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

Service Provider Signature \_\_\_\_\_

*Owner, Sanni & Co.*