

ALL ABOUT YOU SALON & SPA

Welcome Back!

We are THRILLED to reopen our doors to care for each of our clients' beauty needs again!

We have missed you, and we would like to accommodate each of you as quickly and efficiently as possible. Although we are excited to reopen, it will not be "business as usual" right away.

In this newsletter, you will find our new salon safety protocols, as well as our new **Guest Service Agreement**, which we hope will make returning to your appointments as easy as possible.

And most importantly, we'd like to say a huge THANK YOU for your patience and for your love and support during our shutdown.

We can't wait to see you!

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HOW WILL THE SALON OPERATE?

- We will open as early as 8am and stay as late as 8pm. Our staff members have temporarily increased their available hours and will work with each client to accommodate their scheduling needs.
- We have limited the number of clients permitted in the building at one time in order to meet with our reduced occupancy requirements.
- For our high risk clients, please let the front desk know so that we may offer you specialized scheduling.
- We are encouraging touchless payments by using gift cards, as well as Google Pay and Apple Pay. However, we will continue accepting personal checks but would prefer to not accept cash. If you wish to tip your service provider in cash, please leave their gratuity in an envelope at the front desk.

ALL ABOUT YOU SALON & SPA

WHAT SAFETY MEASURES WILL THE SALON PRACTICE?

We have always taken great pride in the cleanliness of our salon and spa, but in addition to our normal practices, we've added the following protocol for staff.

- Each employee will be screened daily for symptoms and have their temperature taken.
- Each employee will practice social distancing and wear a mask.
- Each employee will require 15 minutes between each client to thoroughly sanitize their work station.
- All common contact surfaces will be sanitized between clients throughout the day.
- "Sneeze guards" have been installed at the front desk and all manicure stations.
- Work stations have all been separated by a minimum of 6'.
- No coffee or snacks will be offered. Only bottled water will be offered, and we ask that you leave your beverages and snacks at home.
- No magazines.
- No walk ins.

ALL ABOUT YOU SALON & SPA

YOU'VE ARRIVED FOR YOUR APPOINTMENT - WHAT DO WE ASK OF YOU?

- We ask that you arrive 10 minutes prior to your scheduled appointment, remain in your vehicle and please call the front desk at 330-467-3337.
- After completing your survey, and once we are assured your service provider has finished sanitizing their work station, you will then be asked to come into the salon. You will also be asked to leave all personal items in your car, except for a cell phone and wallet. These cannot be placed on the work station.
- Upon entering the salon, each client must wear a mask, have their temperature taken with a non-contact device and will be asked to wash their hands and use a disinfecting wipe on their phone and wallet.
- Any client who chooses not to comply will be unable to receive their service.
- Only guests receiving a service may enter the salon. Accommodations will be made for those needing assistance.

ALL ABOUT YOU SALON & SPA

GUEST SERVICE AGREEMENT

As a guest of the salon, I agree to the following:

I will wear a face mask during my appointment to the degree that it is possible. (A mask will be provided at a minimal charge if you do not have one)

I do not have a cough or fever.

I have not been around anyone exhibiting Covid-19 symptoms in the last 14 days.

I agree to having my temperature taken with a no-contact device.

I agree to answer questions regarding my travel outside Ohio. I understand that recent travel to other states that are currently considered high - risk may required my appointment to be rescheduled.

I acknowledge I'm in a public space. All About You Salon & Spa has taken the preventive steps outlined by Responsible Restart Ohio, the Ohio State Board of Cosmetology, and the Ohio State Medical Board. However, this does not prevent me from being exposed to contagions.

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AND FINALLY...

We understand that all of this might seem a little overwhelming, but everything that we are doing is for your safety and for the safety of our staff.

And – if we do this right, this is only temporary!

So THANK YOU again for your support and for moving forward with us under these new guidelines.