



RE-OPENING PHASE 2

We are so grateful to be back and able to move forward with the support of amazing clients like you. Our top priority is still to not only make you look great, but to keep you and our staff as safe as possible when coming in for your service.

We are moving forward to Phase 2 as of Tuesday July 7th, 2020. While a lot of the restrictions will remain in place, there are a few things we are able to add back in.

What's New for Phase 2:

- (Optional) Blowdrys are back! We've done a lot of research and reached out to local government health departments on this topic. We held off since there was originally conflicting data but now more and more sources are providing the same information: The risk of transmission of the virus from blow-dryers is very minimal as long as masks are worn. However, the more time you spend in a public place, the overall risk of transmission increases, so we are making blowdrys an optional part of your service. Your stylist will go over whether you'd like to include the blowdry or if you'd like to have a complimentary hair masque or color lock service instead, thereby reducing the amount of time you will be in the salon.
- All hair services offered. We can now book wash & blowdrys, keratin treatments, perms, balayage, extensions, etc. We are still trying to be conscious of the amount of time you spend in the salon so we may come up with some options to split up excessively long services. But we want you to be able to have the option to book what you really need!
- Spa is OPEN (with select services). The body spa is open for waxing, massages, and hot stone pedicures. All face and body waxing allowed- with the exception of lip waxing (since face masks cannot be removed). No facials available until State regulations allow.

What we ask of you:

- Face masks are required for all clients while in salon. Please bring your own. In the event you forgot yours, we will have disposable masks available for you.
- Checking in is different! Please be prepared to wait in your car or at our outside patio tables until your stylist's previous guest has left. Call or text us at 860.354.4806 when you arrive and we will call or text back when the stylist station and tools have been disinfected and are ready for your service. There is no wait room available at this time.

please, continue



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- Services will be by appointment only.
- We ask that you do not bring any additional guests to your service. If you like to book with a friend or family member, they will be asked to wait in the car or outside until the stylist is ready for them. *If you are accompanying a minor for their service, please give us advanced notice so we may make the proper arrangements.
- We will not be serving beverages on the salon floor during Phase 2. We ask that you do not bring any food or beverage items with you to your appointment.
- Please leave all jackets or large personal items in your car. If you have a small bag or personal item, please be prepared to hold it on your lap or use provided bag hook during service.
- Cash or check are preferred for gratuities. If you would like to leave your stylist a gratuity with cash, we ask that you hand it directly to them. We will not have envelopes available at the front desk. You do have the option to add gratuity to your card during this phase if you prefer.
- Please do not come in if you are ill, we would be happy to reschedule your appointment for another time.
- We ask that those traveling out of state within the last 14 days (especially to high risk states) follow CT recommended guidelines to quarantine and do not book an appointment within 14 days of returning from travel.
- Curbside pick-up for products is still available.

What you can expect from us:

- You can expect to see staff cleaning frequently touched surfaces more often, including doorknobs, phones, banisters, restrooms and chairs throughout the facility as well as the tools we use to perform services.
- Our staff will have their temperature taken prior to their shift and will not be permitted to come in if they have any COVID-19 symptoms.
- Cleaned and sanitized capes will be ready for individual use and will be taken away immediately in closed containers after service completion.
- Stylists will be wearing masks and face shield or goggles and will thoroughly disinfect their tools and stations prior to every service.
- Stylists will be working 6 ft apart and will disinfect shampoo bowls after each use.
- A partition will be up at the front desk and hand sanitizers will be available throughout the salon.
- Each stylists will be booked strictly with one guest at a time and we will build in time to clean and disinfect before the next guest.