



THE HAVEN COVID-19 SALON PROTOCOLS

Call to make an appointment | 01389 607222 | www.the-haven.biz
Unit 7 • Loch Lomond Galleries, Main St • Alexandria G83 0UG



THE HAVEN COVID19 SALON PROTOCOLS

We may look and feel a little different when you next visit us but rest assured, we are still the same Haven that you have known and loved for the last 18 years. We have made some changes to our premises and our treatments to make sure we are operating to the highest safety standards possible.

- Due to restrictions on the number of clients allowed into the building at any one time, entry to the Salon is by appointment only. Should you wish to make an appointment, purchase gift vouchers or order any products please do so by calling or messaging us direct.
- We will send you a text the day before your appointment to confirm you are feeling well enough to attend. Please reply to that message as soon as possible.

If you are suffering from any of the following please reschedule your appointment for a later date:

Fever

Dry Cough

Tiredness

Sore Throat

Loss of Taste and/or Smell

Difficulty in breathing or shortness of breath

Our priority is to keep us all as safe as possible. There will no 'late cancellation' fees applied in this situation.

- When you arrive for your pre-booked appointment please arrive alone and on time (not early as we no longer have a waiting area).
 - Please press the door entry system bell and wait to be buzzed into the salon.
- Please pay close attention to all signage and information posters on entering.
 - On entering please use one of the 'Hand Sanitation Stations' to wash hands thoroughly.

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- You will notice we now have a 1-way Entry and Exit system in Reception which is clearly marked. There are also large Perspex screens on the Reception Desk and Receptionists will be wearing Visors for additional protection.
- Please avoid bringing any unnecessary personal items such as shopping bags etc into your appointment.
- Your therapist will be wearing a mask, full shield visor, gloves and disposable apron for your treatments. Government guidelines stipulate that clients should also wear masks, these should remain in place throughout the treatment with the exception of Massage when you are permitted to remove it while lying in the prone position. For this reason we are unable to offer Facials, Dermaplaning, Threading and Lip/Chin waxing services at this time.
- Wherever possible we have tried to use environmentally friendly, single use items during your treatment which can be disposed of safely after use in order to protect from cross infection.
- Our bathroom is currently unavailable for customer use. However, there is a Disabled Toilet for general use on the 1st floor of the Galleries should you need to visit before or after your appointment.
 - Where possible please pay by card or contactless payment methods although cash payments are still accepted. All Card terminals are sanitised after each client transaction.
- Please be patient if you need to wait before being taken into your appointment as we are busy sanitising all surfaces, tools and equipment in between each client visit.
- To cover the increased costs associated with additional PPE as well allowing for extra time in between each appointment, a slight price increase has been applied to some services. Any 'Special Offers' such as 3 for 2 on Waxing no longer applies although in this situation the cost of the 3rd area is now reduced by 50% instead.
 - Unfortunately, due to the nature of some treatments, our full brochure will not be available immediately.
 - Usually your personal contact information is never shared with a third party. However, in the current situation it will be necessary to share your contact information with NHS Test and Protect should that be requested.