



Galuppi Hair Design & Aesthetics

PROCEDURES & PROTOCOLS

Reopening date of June 16 2020

We believe it is our responsibility to provide a safe, sanitized, and comfortable environment for all.

We take our role as members of your community seriously and wanted to provide you with the procedures and protocols we have in place to guarantee a safe salon reopening. As we continue to navigate the COVID-19 pandemic, we remain committed to doing everything we can to help flatten the curve. In doing so, we wanted to share the decisions we've made to adapt the Galuppi experience during these extraordinary times.

We will be seeing clients by appointment only. Our goal is to limit the amount of people in the salon at any given time. Spacing between people in the salon will be six feet apart at minimum, except when team members are servicing clients. To accomplish this, we will modify appointment schedules accordingly; and only utilize every other station to ensure social distancing is observed.

We will engage in touch-less greetings and goodbyes, as we will not be shaking hands or hugging at this time.

PREPARING FOR YOUR APPOINTMENT:

1. Wear a face mask in the salon at all times. Please bring a personal mask from home whenever possible, as we will have a limited quantity available in location.
2. Arrive in clean clothing, with minimal personal belongings.
3. Arrive no more than five minutes before your booked appointment, as designated waiting areas will no longer be available. You will be asked to wait outside until your service provider is ready to serve you.
4. Attend appointments alone. Friends, family members, children and/or pets will be asked to stay at home.

5. Accept the terms and conditions sent to you via appointment confirmation, prior to arriving at the location.
6. Haircut clients will be asked to arrive with clean, dry hair without any styling product(s) applied.

***** SHAMPOO SERVICES WILL BE LIMITED.**

BLOW-DRY SERVICES WILL BE LIMITED AND AT THE DISCRETION OF YOUR STYLIST. ***

ARRIVING AT YOUR APPOINTMENT:

1. You will be asked to confirm if you are feeling well – no fever, cough, or difficulty breathing.
2. Expect to have your temperature taken upon entering the location. We will use a contactless, infrared thermometer to check the temperature of every team member and client that enters the salon. Any team member or client with a temperature above 99°F/37.25°C will be sent home, advised to seek medical attention and welcomed to return to the location when a fever and symptoms of COVID-19 no longer exist.
3. Please disinfect your hands upon arrival, using the restrooms and/or sanitation stations provided. It is advised to wash hands with clean water for a minimum of 20 seconds.
4. Outside food and/or drinks will not be permitted in the salon. Serving beverages of any kind and magazines will be temporarily unavailable.

DURING YOUR APPOINTMENT:

1. Haircut clients will be provided with a protective layer, and personal towel.
2. Colour clients will be provided a laundered robe. At the chair, colour clients will be given a personal towel.
3. Facials, make-up, eyelash extensions, and hair removal of the face will be temporarily unavailable.
4. Haircut clients may leave with wet hair, styled with product or put up, as preferred.
5. Shampoo services will be available for the purpose of removing colour only. At the washbasin, the team member performing the shampoo service will wear a plexi face shield provided, for additional protection.

6. If you wish to purchase any product(s), a Salon Coordinator will collect the preferred product(s) and have them ready for the end of your service.

AFTER YOUR APPOINTMENT:

1. Please pay for service(s) and/or product(s) via cashless payments as they will be both preferred and encouraged, while respecting the minimum six feet separation rule.

We have taken extra precautions and have put more rigorous cleaning measures in place to equip our team with additional sanitation procedures and protocols. All team members will receive supplementary health and sanitation training to prevent the spread of germs.

WE HAVE MANDATED THAT ALL TEAM MEMBERS:

1. Wear a mask at all times.
2. Wear a face shield at the washbasin when removing colour from client's hair.
3. Wear a face shield during all face-to-face interactions with clients.
4. Wash their hands, before and after every appointment.
5. Clean and disinfect all tools with alcohol, before and after every appointment.
6. Clean and disinfect their chair and station, before and after every appointment.
7. Sanitize their hands throughout the service if they change tools or step away from their station at any time.
8. Use towels once only.
9. Stay home if they are sick and/or not feeling well.

Our Guest Service Representatives will be contacting clients directly to reschedule and confirm appointments.

We appreciate the urgency to confirm your appointment(s) as soon as possible; and with limited phone staff, please allow our team to contact you. Due to the schedule changes of the Service Providers, your appointment(s) may not stand as it was previously reserved. Our team will be working diligently to accommodate the many changes that have occurred.

Although essential, we recognize that the changes to the Galuppi experience as we know it are immense. We remain committed to providing an excellent experience, despite the temporary modifications we've made to our services.

We are deeply grateful for your support and understanding during this time.

We will continue to assess this situation as it evolves. In the meantime, we encourage everyone to keep well, stay informed, and follow the advice of health care officials. Please take care of yourselves and your loved ones.

We look forward to serving you again soon; safely and with care.