

SAFE & ENJOYABLE

At Kent Newton Salon, **your safety and the safety of our team is our #1 priority**. We are also deeply committed to ensuring that your experience is enjoyable. We've missed you so much, and we can't wait to see you! Below please find our comprehensive guide to having a safe and positive experience at the salon:

We are requiring a **VIRTUAL CONSULTATION** prior to booking your service. **PLEASE CLICK ON LINK <https://form.jotform.com/201405276460044>**

This will ensure that we have enough time to deliver the quality service you have come to expect. Virtual consultations will happen via phone, email or social media messaging platforms.

Guests are required to **WEAR A MASK AT ALL TIMES WHILE AT THE SALON**. To minimize the use of disposable masks that are so critical to front line workers, Kent Newton Salon is asking that all guests bring a **SECOND** mask if they are receiving color services. This dedicated "color mask" can be a reusable cloth mask that you bring to all of your future visits.

Your service providers will be wearing masks and gloves as well. Some service providers may also be wearing face shields. We assure you, **we are smiling** under all of our personal protection equipment!

We ask that **ALL GUESTS wait in their vehicle or on the sidewalk on a labeled spot and text or call 617-426-2640 to announce your arrival. We will respond via text when it is clear to enter the salon**. We know this is unusual, but we take the salon's capacity limit very seriously. If you have not given us your cell phone number, please do so during your virtual consultation.

Upon entering the salon, we will be taking your temperature and asking how you are feeling. **Guests who are afflicted with, or shows symptoms of influenza, COVID-19 or the common cold will be asked to reschedule their appointment no sooner than two weeks from the date those symptoms stop.**

Guests will be asked to **Sanitize their hands at our Front Desk**. Each service provider is required to wash their hands thoroughly in between guests. Please ask your service provider if you would like water, coffee or tea and we will be happy to get it for you.

You will notice that our home care has been consolidated and is no longer accessible. In an effort to maximize sanitation, **we will check out your home care purchase and bag them for you so that you need only take them on your way out**. Please feel free to let us know what your needs are during your virtual consultation, and we will be sure to have everything ready for you!

Kent Newton Salon has implemented **CONTACTLESS CHECKOUT and payment process**. Before you arrive for your appointment, we ask that you call and provide a Credit Card for us to securely store on file- the same way you might store it with Amazon or Netflix. After your

appointment, we can simply charge your card through our system- NO BUTTONS TO PRESS, NO SCREENS TO TOUCH, NO UNNECESSARY PHYSICAL CONTACT REQUIRED. Just safe and healthy service. **We will not be accepting cash during this time.** Payments by check and credit card will be accepted. Stylists accept checks and VENMO for gratuities.

We encourage all of our guests **to book their next appointment prior to leaving the salon.** A guest service expert will follow up with you while you are here to ensure that you receive the time and day that works best for you.

Sounds like a lot doesn't it? Don't worry – we are all in this together. If you are unsure about any of our protocols, please don't hesitate to reach out. We want you to feel comfortable coming back to Kent Newton Salon.

ENHANCED SANITATION

Our team has taken every precaution to ensure your safety. Please read about our enhanced sanitation and disinfecting protocols and be sure to ask us if you have any questions. **Every Kent Newton Salon team member has received additional training in COVID-19 related sanitation and disinfecting procedures through the Barbicide® Training Program.**

The following fixtures will be sanitized every 15-30 minutes: front door handles, bathroom handles, toilet handles, bathroom light switches, computer keyboards and faucets.

The following fixtures will be sanitized between every guest service: styling station/chair, shampoo sink/chair, and color table/chair.

All equipment and implements including caps, clips, pins, rollers, brushes, combs, clippers, scissors, razors, tweezers, files, spatulas, applicators and any other item which comes in contact with a guest will be thoroughly cleaned and disinfected after each and every separate use.

The credit card terminal will be sanitized after each use.

Magazines will not be allowed in the salon until further notice.

As always, each hair guest will receive a clean cape at the beginning of service. All Capes must be washed and fully dried before being used on a guest. All capes are to be used only once.

All carts and hampers will be disinfected after each use using a salon provided disinfectant.

All creams, pomades, scrubs, gels and other solid substances will be removed from containers with a sanitized spatula or single-use wooden wax stick.

We are so excited to welcome you back to Kent Newton Salon!