

ANNE ROBERTS

HAIR & BEAUTY EXPERTS

We have all been affected by the coronavirus (COVID-19) pandemic.

We have missed being able to offer you the treatments that we know you love, and we are looking forward to seeing you again as soon as possible.

My priority is to keep you and my staff as safe as possible and, prior to re-opening the salon, we have implemented a number of significant changes which I would like to make you aware of.

During the time the salon has been shut, we have all completed the Coronavirus (COVID-19) Infection Prevention and Control course which is accredited by the Guild of Professional Beauty Therapists Ltd, the UK trade body for our industry.

We have also made several changes in the way that we operate that you may notice when you next visit.

Booking Appointments

Please phone the salon on **0151 653 7979** to book your appointment.

Once we reopen, we will be working reduced hours as some of our staff are not returning to work initially or are working fewer hours, so please do leave a message on our answer phone and a member of our team will get back to you within 24 hours.

If any of our staff feel ill or have symptoms of COVID-19, they will self-isolate immediately and not come into the salon. This may mean that we have to cancel your appointment at short notice. We appreciate that this may be inconvenient, but it is done entirely for your own safety.

If you or any of the people you live with feel ill or display any symptoms of COVID-19 (these include but are not limited to a temperature/fever, cough, loss of sense of smell or taste) please advise us as soon as possible and DO NOT COME TO THE SALON FOR YOUR APPOINTMENT.

Visiting the Salon

For your safety, and to maintain social distancing, we ask that you attend your appointments promptly to avoid disappointment. Please do not turn up early for appointments as this may mean that you come into contact with other clients who are just leaving. If you are late, we may not be able to carry out your treatment as we cannot keep our next client waiting.

We may ask you to wait outside or in your car until the time of your appointment so that we can maintain physical distancing in our reception.

We kindly ask you not to bring anyone with you (with the exception of carers and parents of children with appointments), this enables us to manage social distancing more easily.

Please bring as few personal items as possible, such as coats or shopping bags.

We require you to wear your own face mask when visiting the salon.

We will temporarily cease the serving of refreshments; please bring a water bottle or a hot drink with you.

All magazines have been removed from the salon. Please feel free to bring in your own magazine or tablet/iPad to your appointment.

We have increased the frequency of cleaning in the salon including making sure that common surfaces, door handles and light switches etc. are wiped clean using disinfectant products between each client.

All tools and equipment will be disinfected or sterilised in line with the specific manufacturers' instructions for your safety.

Wherever possible we will utilise environmentally friendly, single use items during a treatment that will be disposed of safely after use to protect you from cross infection.

You will have access to hand sanitiser as soon as you enter the salon and we will also have sanitiser or soap and hot water to wash your hands when you go into your treatment room or area.

Please do not be surprised or upset if our staff use personal protective equipment (PPE) during your visit and during your treatment. This may include disposable gloves / facemasks / aprons / visors where appropriate.

We can confirm that the laundering of salon towels, throws and uniforms is a priority and assure you that all salon laundry is washed at 60 degrees C.

All disposable items are bagged and safely removed from the treatment area regularly.

The use of our toilet facilities will be greatly reduced as the room will have to be sanitised between uses, so we would be grateful if you could take a comfort break prior to coming to the salon – but please don't worry, our loo is available if necessary.

Our treatments

We have carried out a risk assessment on all treatments and we are confident that we can continue to provide these safely.

Hair colour services

If you are booked in for a colour treatment please bring a fresh mask to change to after the colour is washed off, as there may be remnants of colour on the ear loops of the mask.

During your treatment

We understand the importance of hygiene and we will ensure that we wash our hands in accordance with NHS recommendations before the start of your treatment and again, afterwards.

We will try to make your treatment as safe, comfortable, and enjoyable as possible. If you have any concerns or requests about your treatments, please let us know and we will do what we can to reassure you.

After the treatment

To avoid handling of cash, we would prefer if you could pay for your treatment by debit or credit card.

Sensitivity test

We understand that you may have been dying your hair, tinting your lashes/eyebrows or having lash extensions for years and you have never experienced an allergic reaction. However, it is possible to develop a sensitivity at any time in your life.

According to recent studies some people fighting serious infections, like COVID-19, may find that their immune system remains over-sensitive after the virus is no longer a threat. This could result in an allergic reaction to products used safely many times previously.

Patch testing is the safest and most efficient way of detecting any allergies that may cause damage to your skin or your general health. Therefore, although inconvenient, a patch is an essential part of the process for any colour treatments and procedures using lash glue.

Because we value your health and wellbeing, patch tests must be carried out again if there has been:

- any change in your medical history,
- any change in the treatment preparation (e.g., a new formula or different product),
- any hormonal changes such as pregnancy or menopause or
- a 3-month interval since your last treatment.

Patch tests must be booked to take place at least 48 hours before the treatment appointment.

If you subsequently experience a reaction of any kind, please notify us immediately so that we can advise you on what to do next.

Retail and gift voucher purchases

We greatly value your support in regularly buying your favourite Clarins products, gifts & vouchers from us.

We now offer an online shop for the purchase of gift vouchers: <https://www.annerobertsoxton.com/>

We will post out by Royal Mail within 48 hours of purchase.

Clarins gifts and products ~ we can take payment over the phone or via PayPal for any purchases you may require. We can wrap, if required, & advise quiet time slots for picking up the products.

At this difficult time, we may have to restrict access to our usually bustling reception for relaxed browsing ~ this allows greater safety for us all.

All these procedures have been implemented for your safety and that of my staff and are subject to change. I will continue to take advice from the Government and the NHS regarding safe practice and will amend them as necessary.

Thank you for your understanding.

To those of you who are key workers and have been working through this difficult time, can I personally take this opportunity to say you have our most sincere gratitude and respect.

Anne Roberts