

Lavender Retreat Client Expectations / Guidelines

While we cannot eliminate all possible risks inherent with public space and contact during services, our goal is to minimize the possible risks, provide for social distancing (besides when receiving services), and adhere to recommended guidelines. The rules below are in place for the safety of both our clients and our staff.

If anyone is uncomfortable coming in during this crisis, we understand and ask that you let us know in advance.

While your visit Lavender Retreat and its staff will follow safety guidelines and regulations, and make a best-faith effort to minimize risks at the salon, any client receiving services at Lavender Retreat does so with the understanding there are inherent risks involved with Coronavirus and other contagious diseases in an indoor, public space.

I _____ [print name] accept the risk of receiving services from Lavender Retreat and release them of any liability to receive such services during the 2020 pandemic. I will also adhere to the requirements and guidelines for clients outlined in this document.

Signature Date

Beyond adhering to regular and standard common-sense hygiene practices, we are also implementing the following practices:

Requirements for Clients

Visiting Lavender Retreat

- Staff members and other clients may have compromised immune systems, so it is very important to do our best to provide a healthy environment. *Please do not come to the Lavender Retreat if:*
 - You are ill, coughing, sneezing, and/or potentially contagious.
 - You have been advised to quarantine or self-isolate due to possible exposure.
- *We ask that you contact us if:*
 - After you have been to Lavender Retreat, you receive a positive coronavirus test and may have unknowingly carried the virus into the salon.
 - You are sick, self-quarantine, and/or potentially contagious.
 - Please note that cancellation fee on your appointment will not apply under such circumstances as long as we are contacted in a reasonable manner such as 24 hours cancellation policy.

- Please note that before/upon entrance to the salon:
 - Temperature checks will be completed.
 - Face masks are required to be worn while in Lavender Retreat
 - Hand sanitizer will be provided and must be used, OR
 - Immediate handwashing will be required.
- When you arrive:
 - Please ring the doorbell; the front door will be kept locked from the outside.
We can hear and see you and you should be able to hear us.
 - A staff member will meet you at the front door when we are ready for you to enter.
 - We will provide direction where to proceed for services.
 - If you arrive early, feel free to check if we are ready for you. If our staff is running off-schedule, we will do our best to contact you in advance.
 - Please note, we will no longer have a waiting area for clients. Clients must wait outside until we are ready for your services.
 - We have removed candy, magazines, phone chargers, and other non-essential items. Please come with your own book, magazine, and/or a charged phone. We will provide complimentary Wi-Fi.
 - we offer only water and please bring your own cup during this time.
- Refrain from unnecessary personal contact, such as handshaking, hugs, etc.
- Please be mindful of social distancing from other clients and staff members.
 - We are limiting the number of people in Lavender Retreat one time. Please adhere to any guidance from staff. By DC regulators, only one client per stylist can be in the salon at once.
 - When using the stairs or the hallway to the bathroom, we ask that everyone be courteous and wait for someone else coming in the opposite direction on before proceeding.
 - Please contact us if you are running late. If you arrive late to your appointment, we may not be able to provide all services as scheduled, our staff will have less flexibility due to the room sanitization and ready for the next client.
- Please be patient. We must limit the number of people in Lavender Retreat. On occasion, this may cause delays – Lavender Retreat will do its best to keep everyone within an acceptable distance, while serving everyone as best as possible.
- If purchasing products during an appointment, please ask for assistance with products on the shelf. Please do not touch products on the shelf – we are happy to assist you.

- Clients are encouraged not to use cash. Gratuities can be added to credit card payments and as well as given through our website and other electronic means.
 - If you must use cash, please bring exact amounts. The salon will no longer be able to exchange large bills for small bills.

Before you arrive

- Services will only be provided based on your booked appointment.
 - Our staff cannot allow to add-on services or extended services that were not scheduled that would then delay other clients.
 - Our staff will have less flexibility due to the limits on clients in Lavender Retreat.
- Please limit personal belongings when coming to Lavender Retreat areas for storage, including coat hanging, will be limited.
- *Watch your email* – if anything should change to schedules, either for the business or an individual service provider, we will provide you with as much notice as possible. We have a strict policy that no one can come to work if feeling ill or potentially contagious
- We encourage making appointments online or by email. Do not come into Lavender Retreat to make an appointment. We can make your appointment for a future date when checking out if we allows.
- Clients are encouraged not to use cash. Gratuity can be added to credit card payments and as well as given through our website and other electronic means.
 - If you must use cash, please bring exact amounts. We are no longer be able to exchange large bills for small bills.

Product Purchases

- If coming to Lavender Retreat to purchase products, please call in advance to order and pay.
- Clients are encouraged not to use cash. Gratuity can be added to credit card payments and as well as given through our website and other electronic means.
 - If you must use cash, please bring exact amounts. The salon will no longer be able to exchange large bills for small bills.

Requirements for Staff

- Required temperature checks when coming into Lavender Retreat and as needed through the day. With any signs of potentially illness staff members will go home.
- Must have a normal temperature for 24 hours before returning to work
- Wear a mask at all time while in Lavender Retreat
- Keep social distance whenever possible from other clients and staff.
- Wipe down chairs between each client and regularly disinfect high traffic areas.

- Thoroughly wash hands between each client. Only touch clients for necessary service purposes, either with freshly cleaned hands on freshly cleaned hair or with new gloves.
- All tools and capes used that touch clients must be changed and/or cleaned and disinfected between each client. This includes sheets, towels, face cover, oil, robe, etc.
- All employees must follow recommended public health guidelines when out of Lavender Retreat– social distancing, mask wearing, avoiding large gatherings or places where crowding may occur, etc.
- All employees are advised to get tested for coronavirus when test is available and to do so regularly.

General Policies and Safety Measures for the Lavender Retreat

- When open, we are adjusting schedules so that we will have no more than four staff are working in Lavender Retreat at any given me. This will reduce the total number of people (employees and clients) in Lavender Retreat at once and allow for more distance between clients.
- We are limiting people in Lavender Retreat to employees working, clients with appointments, and others with business purposes for being in Lavender Retreat that cannot be done outside or off-premises. Besides caregivers or similarly necessary people, we ask that clients not bring friends, children, etc. who are not getting serviced. If concerned about this, please contact Lavender Retreat owner to discuss.
- Enhancing our own high standards for keeping all tools, materials, and areas of Lavender Retreat clean and sanitized.
- No nonsense all physical contact.
- Removing unnecessary communal items, such as candy, magazines, and complimentary phone chargers.
- Hand sanitizer and gloves are available for client use.
- Strictly enforcing our rules for both staff and clients regarding staying out of Lavender Retreat if sick and/or potentially contagious.
- Should a staff be out sick or choose to stay home, we will contact clients within 24 hours for an appointment as quickly as possible.
- We will air purifiers to keep the space clean.

We will continue to monitor the latest advisories on the virus and take additional measures and make necessary adjustments, as needed. Everyone’s health and safety come first.

Thank you,

Jaime Bohl

Owner