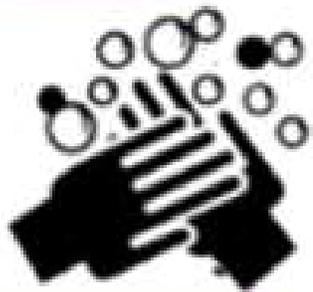


LOU NOTICE

STAY SAFE!



LOU
HAIRDRESSING



STAY SAFE!

ATTENTION

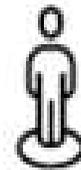
Please use the hand sanitiser provided when entering and exiting the salon, following these three simple steps...



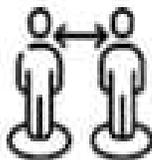
Do not enter the salon if you have high temperature or persistent cough



We are limiting the number of people allowed in the salon at any one time



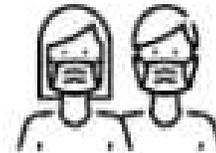
Please come to your appointment alone



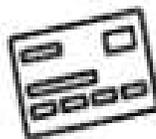
Please observe social distancing rules outside the salon should you be required to queue



Once inside, please continue to follow the government advice on social distancing



We request that you wear a face covering or mask in the salon at all times. Individually sealed masks can be purchased for £1 from reception



Lau Hairdressing will now be a cashless salon. Please pay with card contactless or mobile

THANK YOU!

PLEASE USE THE HAND SANITISER PROVIDED

Please use the hand sanitiser provided when entering and exiting the salon,
following these three simple steps...



1

Apply the hand sanitiser to
your palm

2

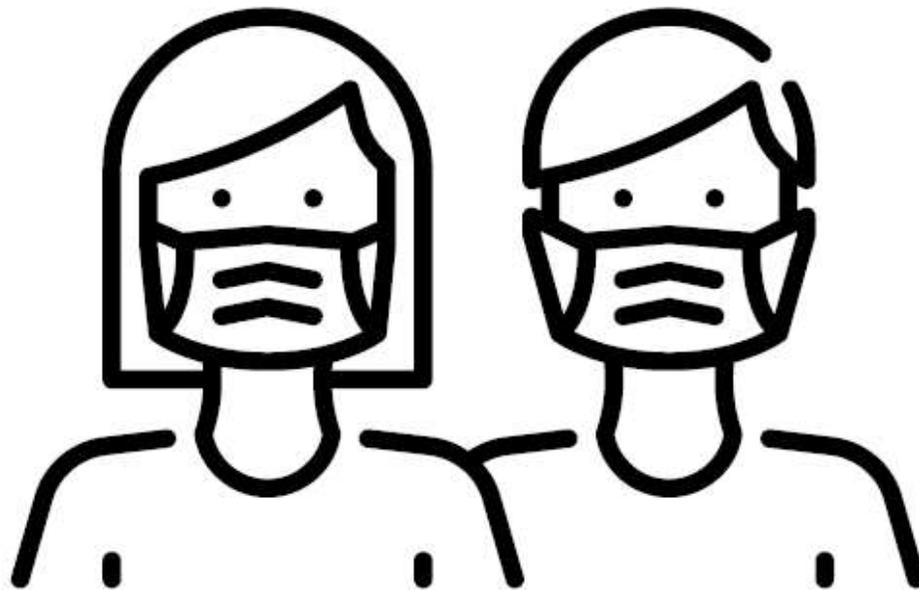
Spread the hand sanitiser
all over your palms, back of
hands, between your fingers,
over your finger nails and
wrists

3

Keep rubbing the hand
sanitiser over your hands
until dry

SALON SAFETY

MASKS OR FACE COVERINGS MUST BE WORN IN THE SALON



THANK YOU FOR YOUR CO-OPERATION & UNDERSTANDING AT THIS TIME

THANK YOU | THANK YOU | THANK YOU | THANK YOU | THANK YOU

SALON SAFETY

**ALL FURNITURE, TOUCH POINTS &
EQUIPMENT IS BEING SANITISED
BETWEEN EACH CLIENT
PLEASE BE PATIENT
ALL PPE IS DISPOSED OF AFTER
EACH CLIENT**



THANK YOU | THANK YOU | THANK YOU | THANK YOU | THANK YOU

Dear Friends and Clients,

We are so excited to open our doors again to all our amazing customers on 4th July 2020

It's been a long time and during the lockdown and we want to reassure you that every possible health and safety precautions have been put into place to help make our environment and your salon experience as comfortable and safe as possible.

During the lock down the building has been redecorated throughout. A high-powered extractor fan has been fitted in the main salon area and a new additional VIP room has been added upstairs creating a further 3 socially distant hairdressing positions.

Did you know that the government released guidelines to re-opening hairdressing salons on 23rd June that are 42 pages long!

From these guidelines we have put together a few points which we would like you to read before you arrive for your visit with us.

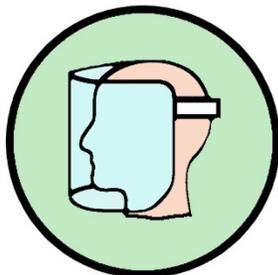


LOOKING AFTER OUR TEAM...
SO THEY CAN LOOK AFTER YOU
WE'RE TAKING GOOD CARE OF OUR TEAM BY...

What to expect when you visit Lau Hairdressing

- We are currently operating an appointment only system so for now, you can only arrive for a pre-booked appointment.
- We request that you arrive on time for your appointment and wait outside the salon in the designated area and please wait to be invited inside.
- The salon is will be running a strict timetable for each client and if you are late, we are apologising in advance but we may not be able to service your appointment with us and any pre-paid deposits will be lost.

- You will be greeted on arrival and asked to use the automatic hand sanitisation station provided by the door.
- You will be Temperature checked via a contactless handheld temperature gun.
- All team will also be checked regularly throughout the day



FACE SHIELDS TO BE WORN BY ALL STYLISTS

- Following strict Hygiene and Government Guidelines, all Stylists will be wearing Medical Grade Face Shields.
- Face Masks for Stylists are optional.
- Gloves for Stylists are optional.
- Members of our reception team who will be behind sneeze guard screens for most of the day are not required to wear Face Shields unless when escorting you into the salon.



HAND SANITISING

WE'RE PROMOTING GOOD HAND HYGIENE BY...

- We request that all salon guests wear a face covering or mask whilst in the salon in respect to our team and others around you. (Unless medically exempt)
- If you do not have any face coverings, no problem, individually sealed masks can be purchased from the reception for £1.00
- Please bring as little personal belongings as necessary (no bags of shopping please).

- Where possible please place your coats/outer wear in a bag supplied by you, that will be kept next to you.
- On entry our team will greet you without close contact (handshakes, hugs etc 😊)
- Please only arrive alone unless you have made a prior arrangement with our reception.
- Your chair and position will be confirmed sanitised and ready for you.



REDUCED CONTACT

- Your stylist will have their own trolley which will have all their necessary antibacterial cleaning goods alongside all sanitised hairdressing equipment including brushes, Scissors combs, sectioning clips and of course: hairdryers.
- We will be using disposable gowns and capes for all clients. You can put these on yourself, if you prefer or a member of our Team will be happy to assist you.
- Governments guidelines state that you can only drink water in the salon.
- Bottled water will be available with a disposable cup.
- Unfortunately, you will not be able to bring any food into the salon. Please remove any of your own waste away and dispose of it at home.
- For your safety, we have removed every alternate styling position within the salon creating a **2m** distance between clients although the current Government and World Health Guidelines now suggest that 1m is considered safe.



**World Health
Organization**

- The wash basins now have screens separating them, also for your safety.
- After your visit we will be sanitizing workstations, furniture and all equipment and washing hands thoroughly ready for the next guest visit.
- Guests are asked to provide their own reading material if required as we are unable to provide magazines etc. at this moment.
- If you should wish to purchase some of our luxury products, please ask your stylist and refrain from touching any products yourself.
- The salon will now be Cashless. Payment is by card, contactless or apple pay only.
- Any gratuities are to be given in cash directly to your stylist.
- Our toilets facilities will be available if needed. It is particularly important to please read the information displayed. This requires all users to sanitise the seat, flush handle and sink area and door handles before and after use with the disposable wipes and antibacterial cleaning sprays using the bins provided.
- From 4th July there has been a salon price increase.
- As stated by the Government and Public Health England we may have to share your details as part of the Track and Trace scheme so to this end your contact details must be kept for a period of 21 days after your visit and passed to the appropriate authorities on request.



SAFE SOCIALISING

Finally -Please be aware It is important to cancel and reschedule your appointment if:

- You feel unwell
- You live with anyone who is unwell
- You have been in contact with anyone who has typical **coronavirus symptoms** such as cough, shortness of breath, loss or change to sense of smell or taste.

- You have recently travelled to an area with high infection rates.

Please call to cancel your appointment and you will be given priority to rebook after your isolation period.

I Know this seems a lot!

Please remember we have put all this in place for the safety, health and wellbeing of you and our Team at Lau

The Government have stated that should any clients not adhere to Salon protocol they may be asked to leave the premises. We would hate to have to do that so please follow our guidelines for the safety of everyone.

If you would like to see a copy of our Covid19 Risk Assessment, please ask one of our Front of House Team who will arrange this for you.

It is all new to us too! If you feel that there is anything we could improve on or add to our protocols, please do not hesitate to contact me by email on info@lau-hair.com

Thank you and we really look forward to welcoming you back to

Lau Hairdressing.

Kindest regards

Damon & Lisa Lau