



Friday 19th June

Future Appointments

Hello

Its good to be in touch, I trust you have kept safe & well during the last few months. You are probably aware from the media that there is no confirmed date for salons to reopen or any guidelines from the government as to what we will need to do for our team to work safely with you. I want to keep you informed as much as possible on what to expect when you return to the salon, some of our procedures will be a little different and may take a little longer, each styling station will prepared especially for you.

Waiting List - You may already be on the waiting list, but if you would like to be added to the list please let me know and once a date is confirmed we will be in touch to make an appointment for you. All future visits will be by appointment only. We are happy to face time or video call to help with a pre consultation visit, this will help us determine how much time your designer will need to spend with you and the services you require. We will be emailing consultation forms which may help improve our service to you, if there is information that will be helpful prior to your visit please use the form.

Changes to Opening Hours - We are extending our opening hours to accommodate our guests and will be working in two teams to start with to help reduce the number of people in our environment, each designer will have a designated work station and basin to work at, guests will be placed at every other station to help maintain social distance between each other.

Safety - The safety of all of us is important, the team will follow the required PPE requirements, at this stage we will be using a face covering or mask possibly with a visor and our usual gloves

and apron. Each styling station will be sanitised prior to you using it as will all the equipment your designer will be using on you. A fresh clean gown & towels will be specially prepared for you. Hand sanitiser and hand washing facilities will be available for you to use. You may need to bring a face covering with you so that your designer can provide the service. Please arrive on time for your appointment and wait to be let in by one of the team.

What to Bring with you - we would like you to bring as little as possible to your appointment, a small bag with your phone, keys, payment method and something to read (magazines may not be available) We are happy to offer you refreshments but understand if you prefer to bring your own or a disposable cup.

Skin Test - If you are requiring a colour service it will be necessary to skin test you 48 hours prior to your appointment, this is following manufacture instructions, complies with our insurance and Health & Safety.

Payments - We would prefer you to pay by debit / credit card, we will of course still accept cash payment. If you would like to leave an optional gratuity for your designer please use cash in an envelope to give to them.

Price Increase - This is something that we have considered carefully and with an increase in wage costs of 6% this year, extra time needed for services and hygiene measures and the additional PPE there will be an increase on our prices when we reopen.

Promotions - There will be some changes to the promotions & discounts we currently offer, some will be suspended for a while. The Bonus Card works well and dates will be extended by the number of weeks we have been closed to enable you to still benefit from these.

Gift Cards - Any gift cards you may have will be extended by the number of weeks we have been closed to enable you to use them.

Contactless delivery - you are able to purchase any home care from the website using paypal, your purchase is delivered straight to your door either the same or next day. Look out for click & collect coming soon.

Health Check Questionnaire once an appointment has been made for you, prior to your visit you will receive an email to confirm that you have no Symptoms of Covid -19 Or should be in self isolation. This is so that we can protect our team and guests whilst coronavirus is still ongoing. If you answer Yes to any of the questions you will need to contact us so that you can reschedule your appointment.

Thank you for taking the time to read this information and your patience waiting for the green light! We look forward to getting information very soon from government and your designer will be in touch to make you an appointment. The team & I are looking forward to seeing you all again soon, take care.

**Kind
Regards
Harvey & the Team at Keith Graham Hairdressing**

Karen



keith Graham Hairdressing
376 Northdown Road
Cliftonville
CT9 3PQ
01843 290701
www.keithgrahamhairdressing.co.uk

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