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Friday 3rd July

Reopening 4th July - Book Now

Hello

Its good to be in touch, I trust you have kept safe & well during the last few months. I am delighted that Keith Graham Hairdressing can reopen from 4th July. We will be following guidelines set out by the government to keep the team, visitors and guests safe in the salon. I have outlined below what to expect when you visit the salon and some of our procedures may be a little different and take a little longer than usual as each styling station will be specially prepared for you.

Appointments - You may already have been contacted by one of the team and booked an appointment, if you were on the waiting list and missed a call you can contact the salon by phone or email to book an appointment. The online booking system will be unavailable temporarily whilst we get used to our new way of working. All future visits to the salon will be by appointment only.

Track & Trace - we always keep a record of guests and visitors to the salon as we work by appointment, the guidance from government is that we keep a record of all contacts for 21 days for track & trace system in case there is a contact with covid-19.

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. You will also receive a consultation form for a Cut & Style and Colour services, which may be useful to improve our service to you and helpful prior to your visit.

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. Monday-Friday 9.00am -7.00pm, Saturday 9.00am-5.00pm, Sunday 9.30am-3.30pm

Safety - The safety of all of us is important, the team will follow the required PPE requirements which are that team members are to wear a visor whilst providing services to you. They may choose to wear a mask or face covering in addition to this.

Each styling station will be sanitised prior to you using it as will all the equipment your designer will be using. A fresh clean gown & towels will be specially prepared for you. You may feel more comfortable wearing a face covering but this has not been outlined in the guidelines that guests need to do so.

Hand sanitiser and hand washing facilities will be available for you to use and you will be encouraged to use hand sanitiser upon arrival.

Please arrive on time for your appointment and wait to be let in by one of the team, we want to ensure we are ready before you come in. Please attend your appointment alone where possible.

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 will not be available)

Refreshments We are only allowed to offer water in a disposable cup or bottle, you will be unable to consume hot drinks or food whilst in the salon.

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. You will need to book a time slot for the skin test.

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 of which will be discontinued. 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

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 next working day. This service will continue to run with click & collect option coming soon. If you wish to purchase products that your designer has discussed during your appointment these can be prepared to collect at the end of your visit.

Thank you for taking the time to read this information and your patience waiting for the green light! The team & I are looking forward to seeing you all again soon and welcoming back to Keith Graham Hairdressing take care.

Kind Regards

Karen Harvey & the Team at Keith Graham Hairdressing



keith Graham Hairdressing

376 Northdown Road

Cliftonville

CT9 3PQ

01843 290701

www.keithgrahamhairdressing.co.uk



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