

Michael Anthony Salon Client Expectations & Guidelines (Updated May 1, 2023)

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

The salon and its staff will make a good-faith effort to minimize risks at the salon, including following any public safety guidelines and regulations. Any client receiving services at the salon does so with the understanding there are inherent risks involved with COVID-19 and other contagious diseases in an indoor, public space.

Beyond adhering to regular and standard common-sense hygiene practices, we have implemented the following practices:

Please do not come to the salon if:

- You have (or had within the previous 24 hours) a fever, new or worsening cough, shortness of breath, difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting, diarrhea, and/or any other symptoms of having Coronavirus or any other casually contagious disease or illness.
- You have been advised to quarantine, self-isolate, or limit daily activities by any medical professionals, public health professionals, and/or government authorities.
- Please note that cancellation penalties will not apply under such circumstances provided we are contacted in a timely and reasonable manner.
- *We ask that you contact us if, after you have been to the salon:*
 - You receive a positive COVID-19 test and may have unknowingly carried the virus into the salon.

Requirements for receiving services:

- Temperature checks will be conducted using non-touch thermometers.
- Masks are optional for anyone who provides documentation of COVID-19 vaccination.
- Masks are required for anyone who is not vaccinated or does not provide documentation of COVID-19 vaccination.
- Clients may request that their service provider wear a mask.
- When you arrive:
 - A staff member will check you in. The staff member will check your temperature and any vaccine verification documentation. Hand sanitizer, face masks, and any paperwork to fill out will be provided.
 - If you arrive early, feel free to check if we are ready for you. If a stylist is running off-schedule, we will do our best to contact you in advance.

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Appointment Guidelines

- If you used home hair color and/or had any color or chemical services elsewhere, please let us know.
 - Do not worry – we will not judge. We do need to know so we can serve you best. Please note, if color corrections are involved, we recommend alerting the salon ahead of time as we may be limited on what can be done during the scheduled appointment time.
- Services will only be provided during the time booked for your appointment.
 - Stylists may not have flexibility to add-on services or perform longer services that were not already scheduled if doing so would then delay other clients.
- *Watch your email* – if anything should change to schedules, either for the business or an individual stylist, 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 with any illness or disease.
- We encourage making appointments when checking out. You may also book online, over the phone, or by email.
- Clients may use cash, but we recommend having exact change. The salon may not cash on hand to provide change or exchange small bills for large bills. We can also accept payment, including gratuities, by check or credit card.

Other General Policies and Safety Measures for the Salon

- We are limiting people in the salon to employees working, clients with appointments, and others with business purposes for being in the salon 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 the salon to discuss.
- Limiting nonessential physical contact.
- Hand sanitizer and gloves are available for client and employee use.
- Strictly enforcing our rules for both staff and clients regarding staying out of the salon if sick and/or potentially contagious.
- Should a stylist be out sick or need to stay home, we will contact clients with appointments as quickly as possible.
- Keeping windows open when appropriate and use of UV equipment and air purifiers to keep the air 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,

Michael Anthony Salon