

## Shine Covid-19 Mitigation Plan

### Guests

#### **To help reduce the spread of Covid-19**

- 1) Only 1 guest is to enter the salon, per appointment
  - a. Only exception(s) would be:
    - i. a child that is 12 years of age (or under), who needs an adult present while they are at their appointment
    - ii. a guest who requires assistance to attend their appointment
  - b. Families with back to back, or multiple appointments, will need to wait outside until their appointment starts with the exceptions of points 1.a.i & 1.a.ii (above)
  - c. Do not hesitate to ask if you have questions or require special arrangements
- 2) Guests will be required to wear an appropriate face mask while they are in the salon
  - a. Guests can bring a mask from home as long as it is clean and of an appropriate type that will allow their service to be performed (ie it does not tie at the back of the head when their service is a hair cut or colour service)
  - b. A disposable mask can be provided by the salon if they don't have one
  - c. Services like lip waxing and/or make up application will only be able to be done once our face shields arrive.
- 3) Guests will be required to wash their hands after entering the salon and prior to the start of their appointment
- 4) Guests will be required to maintain a 2m (6ft) distance between themselves and other people, while in the salon, with the exception of the distance required to perform the services they have booked their appointment for.
- 5) Guests will need to notify us if they have travelled, or intend to travel, outside of the country/province within 14 days of their appointment
  - a. If a guest advises that the above has occurred, their appointment will need to be rescheduled to a time that is 14 days after their return from their trip
- 6) Guests will need to notify us if they have come in contact with someone diagnosed with Covid-19, or have been directed to self-isolate, within 14 days of their appointment.
  - a. If a guest advises that they have come in contact with someone diagnosed with Covid-19, or they have been directed to self-isolate, then they will not be able to attend an appointment until the self-isolation period has passed.
- 7) Guests will need to cancel their appointment if they are sick or show signs of a sore throat, fever, persistent sneezing or coughing, on the day of their appointment
- 8) Guests should not arrive too early for their appointment (a minute or two early is preferable) so as to minimize the number of people inside the salon at any given time.
  - a. They will need to wait outside until we ask them to come inside
- 9) Guests will need to have their temperature checked, as a part of their pre-service check-in at the front door, prior to being allowed to proceed with their appointment
- 10) Guests are to refrain from bringing outside food and/or beverages into the salon
- 11) Guests will not be offered beverages while in the salon
- 12) Guests will be required to hang & remove personal items from the coat rack themselves
- 13) Guests will be required to wipe their personal cell phones with a sanitizing wipe if they intend to use it while in the salon
- 14) Chairs have been temporarily removed from the waiting area to increase the floor space and allow for better social distancing
- 15) Magazines, colouring books, toys and other items that are hard to sanitize have been temporarily removed from the salon