

Cappola-Brokaw Art of Hair Guest Charter and Protocol

We look forward to opening our doors and welcoming you back to the salon. The State of Connecticut has issued guidelines for us to follow and we are confident we will be ready for our opening on May 20th.

We will be practicing social distancing and everyone—staff and clients—will be required to wear a mask. If you are uncomfortable leaving your home or uncomfortable wearing a mask, this might not be the ideal time for you to visit the salon and we look forward to seeing you at a later date.

It is recommended in the guidelines from The State of Connecticut, that anyone age 65+ or with a compromised immune system, not visit at this time.

The State of Connecticut will be measuring a defined set of public health metrics and, as they see progress, they will gradually loosen safeguards. This will allow the next set of businesses in the State to open and allow those businesses already open to operate with additional leeway.

Dear Guests, Have you had a cough? Have you had a fever, Have you been around anyone exhibiting these symptoms within the past 14 days? Are you living with anyone who is sick or quarantined? Have you traveled in from out of state in the last 14 days. If so please do not come in at this time. We will gladly reschedule your visit.

Appointments:

- Online booking is not available at this time but you can still request an appointment and call or email us. We are currently reaching out and rescheduling cancelled appointments.**
- To secure your appointment, we are asking you to provide us with your preferred payment method for streamlined checkout at the salon. We will contact you prior to your appointment if you do not currently have one on file.**
- Please cancel your appointment if you are not feeling well.**

1. Check In Process

- 1. Check In will happen from your car. Please check in from your salon App when you arrive. We encourage you to download the app from the app store instead of calling from the parking lot because we will have a reduced staff for guidelines.**
- 2. If you do not have the ability to download the app, please call salon 203-272-4247 for check in.**
- 3. We will let you know when your station/stylist is ready for you. We are excited to see you!**

2. Entering the Salon

We are by appointment only. Product purchases without services are available for foyer pick-up.

Please call ahead, pay by phone and we will get these ready for you with a pickup time:)

- 1. A proper mask must be worn for product pick-up, upon entry into the salon and throughout your visit. If your mask is not fitting properly, we will ask you to wear a disposable one. Thank you**
 - 1. Please make sure your mask loops around the ears instead of the entire head!**
- 2. Temperature checks are given to guests and employees upon arrival.**
 - 1. If you have a fever we will kindly ask you to go home.**
- 3. We ask that you please go to the bathroom and wash your hands thoroughly and wipe down your cell phone if you plan on using it during the visit.**

4. Your Service

- 1. We will have a place card with your name on your fully sanitized station which will be your safe zone for the duration of the visit.**
- 2. Hand sanitizer and tissues for sneeze etiquette will be available throughout the salon.**
- 3. While being shampooed or having brow waxing services done, please refrain from conversation.**
- 4. We have minimized the number of chairs in the salon so that you can be 6 feet away from all other guests.**
- 5. Unfortunately we can not have magazines or our famous cookies available at this time.**
- 6. Sadly blow-drying hair has not been approved at this time per strict state regulations. We know it's a bummer but will be taking the same appointment time for your haircuts as we will need it for consultation and redesign due to the length of time between visits. At this time there will be no price adjustments. If you would prefer to wait until blow dries are an**

option, you are more than welcome to. We don't know when that will be (weeks or months).

7. **Although we know things will look and feel different, please try to relax and enjoy your visit!**

*****New faster service option*****

Express color service:

Current clients can now book an Express Color service. Your color will be applied, and wrapped with a cap. You can head out the door to shampoo and condition at home to minimize time in salon if that is your wish. This service will be a convenience during this unusual time. It will be same price as our in-salon service.

4. Check Out

1. **We have many wonderful professional products and encourage you to continue purchasing and using them. We appreciate your patronage.**
2. **Feel free to ask your stylists or support staff to prepare your product purchases. Hand sanitizer will be available in retail areas if you would like to peruse.**
3. **We will have credit cards on file which allows for a more streamline checkout although we will still be accepting cash and check.**
4. **Gratuities will not be processed through the credit card system. We apologize for the inconvenience**
 1. **We will have envelopes available if the gratuities for your stylist are in a cash or check form which are still welcome.**
 2. **Stylists will also have their venmo information available for touchless tipping. We will provide these in an e-mail before we open.**

5. Temporary Safety Fee

1. **Unfortunately a \$5 safety fee will be charged at checkout due to the increased cost of service and goods needed to perform services during this time.**
2. **It has been a long time since we had you in our chair. Most guests will be coming in with excess regrowth. We will discuss options to get your color process back on track. Product/color upcharges will be applied as needed due to the unfortunate length of time between visits and extra product/time needed. Thank you for understanding.**

6. Cancellation Policy

- 1. We will be taking credit cards on file while scheduling appointments.**
- 2. A 48 hour cancellation policy is requested to help with limited openings and reduced schedule for distancing.**
- 3. Same day cancellations of your appointment may result in a 50% charge of service depending on the circumstance.**
 - 1. If your cancellation is due to sickness and health fees will be waived.**
- 4. No shows will be charged in full for service as time we are working with a third of our staff at a time.**
- 5. We apologize for the inconvenience.**

Our team is fully barbicide certified and will be following all the guidelines, mandates and state regulations on sanitation and safety. We are committed to the health of our community, employees and guests.

This has been a very difficult time for our industry. Thank you for your patience during this unusual time.

We will get through this together!

With Love, The Art of Hair Team