



ADVANCING YOUR SALON EXPERIENCE.

At Cutting Loose Salon we are taking extensive measures and strictly following CDC Guidelines to ensure a completely sanitized work and salon environment for all our employees and guests. You will notice many changes when you visit us next.

We are opening on May 18<sup>th</sup> – our phones will be open on May 13<sup>th</sup>

We do ask all our guests to please be prepared and adhere to the following during **Phase I** of our opening:

### Guests

- **Any reservations previously booked between March 18 and August 31 can no longer be honored/guaranteed.** Your stylist will be reaching out to many of you directly starting next week. Our phone lines will be opened starting Wed., May 13<sup>th</sup> at both locations.
- Please arrive at your scheduled appointment time / No earlier than 5 minutes prior. There may be instances where we will need to ask you to wait in your car until your stylist is ready for you
- NO waxing or blow dry services will be offered at this time
- Our Protégé services will not be opened during Phase I
- Please come prepared with a mask, masks that go behind the ears are necessary\*\*Preferably disposable (not a scarf or bandana, or one that ties behind your head)
- Please be prepared to pay by credit card – we are going to be a “cashless salon” moving forward
- Tipping your stylist is allowed in cash directly to your stylist or on your credit card
- We will be taking every guests temperature at the door (anything over 100 (since it’s hot in FL) you will be asked to reschedule)
- **As you enter the salon - we will ask you 3 questions** - In the last 14 days have you: 1) traveled at all? 2) shown any symptoms of the virus? 3) been around anyone that has had the virus? If **YES** for any of these, please reschedule your appointment
- Please come **ALONE** for your appointment (at this time we cannot allow your children/spouses, pets, etc., to attend your appt with you). We are extremely limited to servicing one guest at a time per stylist
- Stations and shampoo bowls will be sanitized between each guest (including combs, brushes)
- Please be patient as your stylist is working (3) 10 hour shifts and only 1 guest at a time, for the time being to follow social distancing guidelines
- Please utilize the various hand sanitizer dispensers throughout the salon
- We have discontinued our beverage services – we also ask that NO beverages or food be brought into the salon (as that would mean taking off your mask to drink or eat). If needed you can step outside the salon to take off your mask
- With prolonged time between color reservations, there may be more new growth needing to be addressed than normal. This first visit back may need a fresh consultation and quoted amount for services needing to be done to get you back on track.
- Reminder of Cancellation Policy - If you are unable to hold your reservation please call or text the salon with 24 hrs notice. If the reservation is canceled after 24 hours, you will have to put a deposit down to rebook, and if you “No Show” to your reservation 50% of services booked will be charged to your card. (If you are sick, the fees will be waived)

**We are so excited to welcome you back to the salon and thank you in advance for your patience - while we all work together during our “Phase I” re-opening**