**John James Guest Policy & Procedure During COVID-19**

John James Salon and our staff are thrilled to be re-opening, and are eager to see all of our wonderful clients. June 1st will be our first day back! Currently, we are busy preparing the salon to be in compliance with all state and local protocols as a safeguard for our clients and employees. Within our spacious facilities, will be taking full advantage of our large open layout and efficient ventilation system to help maintain social distancing standards, while maintaining customer comfort and enjoyment!

Moving forward, we will be rescheduling the appointments that were previously scheduled with us the past 2 months. This is a time-consuming task; however, we want to assure you that our team is working diligently to accommodate everyone’s needs. We are working with our service providers to promptly reschedule any missed appointments. If we have contacted you and left a message during the week of May 25th – May 30th, you are on a call back list and we are working hard to reconnect with you soon. Our phone lines will be open June 1st to everyone.

**For our clients, please note the following guidelines that have changed:**

* NO walk-in appointments allowed and NO walk in to book appointments. Check out our “Request an Appointment” option online. Once we receive your online request, we will call you back in the order they are received.
* Unfortunately, at this time we are unable to provide services for small children that are not old enough to attend this appointment alone. We apologize for this inconvenience.
* Our waiting rooms will not be used during this time.
* Each client will need to fill out a release form and sign it prior to your appointment. This form is available on our website, and we ask that you please fill this form out at home prior to your appointment. If you cannot print out at home, then one will be provided for you at the time of your services.
* For everyone’s safety, we are disposing of all our magazines and encourage clients to bring their own reading material during their service.
* At this time no one is able to accompany you inside the salon during your services including family, children, or friends.
* Unfortunately, we are unable to offer beverages, however, clients may bring their own, but please no food.
* Please limit the number of belongings you bring, and keep them with you during your services.
* We will be taking temperature readings of all clients prior to entering the salon. If your temperature is 100 degrees or above, you will be required to reschedule. Please feel free to take your temperature at home before you come to avoid any last-minute cancellations.
* Clients may wear their own personal mask if preferred, however, we will offer disposable masks for your convenience.

**It’s time for your appointment!**

What you will need:

* Please arrive 10 minutes early
* Take your temperature at home (100.4 Degrees or over, please reschedule)
* Bring your own beverage and/or reading material
* Release Form will need to be read and signed
* Must come alone
* Please call from your car to when you arrive to check in

**Before you enter the salon:**

1.) Our receptionist will take your temperature at check in. Any temperature over 100.4 degrees will unfortunately need to be rescheduled in 2 to 3 weeks.

2.) Release form will need to be turned into the receptionist prior to services. If you were unable to fill out the release form online before your appointment, we will provide you with one.

3.) The receptionist will have hand sanitizer, masks, and gloves for each client (optional).

4.) Proceed with stylist to their station.

**Appointments:**

Please understand we have months of missed appointments, and it will take some patience and time to get everybody back on schedule. We will start by calling all of our clients that missed appointments in March and then April. Once our phone lines are up, we understand your eager to get an appointment. Please be patient as this process will take a few days. Our management team will be working vigorously to assure everyone is accommodated.

**Online Requests:**

You may request an appointment online. Please fill out the request with all the details/services you require. Please be patient, you will receive a call shortly. We will call back all client requests in the order they were received.

**Sanitation Practices**:

The highest level of sanitation will be practiced to ensure our clients safety. Temperatures will be taken from clients as well as each stylist at the beginning of their shift. On a consistent basis, you will see our team members disinfecting their tools, surfaces, and areas before and after every guest.

**Park and Check in:**

When arriving for you are appointment, please wait in your car and call the front desk to check in. Our receptionist will check with your stylist to confirm they are prepared for your services. If they are not ready yet, please stay in your car until we call you back once your stylist is ready for you.

**No Show/Missed Appointment:**

We understand things happen, but please understand time is valuable right now and we are playing catch up. If you are unable to make it to an appointment, the salon asks for a minimum of a 24-hour notice. If you must cancel at the last minute, we cannot reschedule your appointment immediately. You will be put on our waiting list, and we will give you a call once an availability is open.

**Retail:**

We will be happy to assist you with any retail products you would like, however, we ask that you ask your hairstylist or the receptionist to take them off of the shelf for you.