

# Our Covid-19 Response

Our commitment to you.....

- additional sanitisation measures will be carried out in between each client
- we will be wearing face visors
- we will carry out your treatments with minimal chit chat (sad about this) to ensure maximum efficiency and therefore minimal time in close proximity
- we won't hug you (really sad about this as we know lots of people are really needing a hug right now)

Your commitment to us.....

- no walk ins, pre-booked appointments only (we were an appt only salon anyway, but usually welcomed walk in enquiries, sadly we cannot at this time) we can answer enquiries online or via text/call, our contact details are easy to find
- please be on time, not early, not late. If you are early, please wait in your car or outside until your appt time. If you are late, you will compromise the likelihood of your treatment being carried out :(
- we sadly ask that you bring your own refreshment (water bottle, flask of hot drink or a flask of vodka or even a bottle of prosecco, whatever you fancy) for timing efficiency and cross contamination precautions
- where possible, please come alone
- we don't mind if you do wear a mask but we also don't mind if you don't. Whatever you feel comfortable with, is fine with us
- We would prefer that you do NOT wear gloves when visiting, but that you DO wash your hands with soap when you enter the Den, either at the sink on the right as you walk in, or in the toilet sink
- then wash them again or use hand sanitiser before you leave
- be mindful of distance if you encounter another client
- please do not come to the salon if you have a cough or a high temperature or if you have knowingly been in contact with someone that has the virus
- The Den is a small space (as indicated in the name) if you do not feel that you would be safe or that the measures we are taking are not enough for you as an individual, we kindly and politely ask that you do not come until you are more comfortable being in a smaller public space. We will be doing the best that we can do in accordance with guidelines, but we understand that everyone's expectations are different. We would prefer the more worried people amongst the community to wait until they have had a vaccine to visit us than to complain that they were unhappy about the measures we have taken. (we have seen how people have been turning on one another and bickering and being quite rude to and about others on social media regarding opinions surrounding Covid-19 measures. Please don't bring that level of opinion or judgement to the den) For the benefit of all, we go to great lengths to make The Den a gossip, judgement and negativity free space 😊

Finally we would like to highlight that AS SOON as we can relax the above measures, we will. This Covid-19 response is not preferable or complimentary in any way to our industry, which is built on personal interaction, building mental & emotional relationships, physical contact, fun chats, social integration, flexibility, joyful client experience and lots more 'human' ways.

We are obviously responding accordingly and in line with guidance because the safety of our clients is important to us (and we have no choice ;) so please be mindful that the experience will be different to what you are used to when you come for your treatment.

We are not planning for this to be the 'new normal', it is temporary and just in place to enable us to safely open our doors at this time.

Thank you for being patient, for your never ending support and your continued loyalty, slowly but surely we will all collectively emerge stronger than ever from this carnage! See you soon.