

Practices and Updates to Ensure Safety for Clients and Staff Amid COVID-19

To our beloved clients and community:

In preparation for reopening, Kantor & Company has been consulting the guidelines provided by DORA (The Department of Regulatory Agencies) and the CDPHE (Colorado Public Health Department). Based on the information provided, we have made some amendments to our policies and practices to maintain the highest level of safety for our staff and clients in these trying times.

Please Review Our Current Scheduling Policy:

- *We will be reaching to clients to reschedule.* We kindly ask that you refrain from contacting us about rescheduling as this will slow down the process.
- Our entire team will not be returning at the same time. We all work together and share our formulas and methods, so if you are open to seeing a different team member than the one you regularly see, you may be able to secure an appointment sooner than if you wait for one particular stylist
- In order to minimize our numbers in the salon, there will be no one monitoring the front desk in person. All scheduling will be done via email.
- Appointments on the schedule starting May 1st may need to shift days or times to accommodate gathering policies.
- Appointments that were made from mid March to the end of April will have priority booking around existing May appointment reservations
- Until we have rescheduled all clients whose appointments were affected by our closure, clients without an appointment may be added to our cancellation list, but cannot make appointments

Price Adjustments:

The following slight price adjustments will help our stylists to make up some of the income lost while we were away from the salon. In addition, we feel it is an owed acknowledgment to our staff of the risk taken in order to provide our services.

We are instituting a cleaning fee to help the salon recoup new expense associated with safety and PPE, addition time spent sanitizing between clients and the purchase of additional disinfecting products. We understand that it will cost a little more to see us now, but it is essential to keep the business alive as well as keeping our community safe.

- We will no longer be offering pre-booking discounts (Eileen included)
- Jessi and Emily's prices will be increasing by \$5 across all services
- We will be adding a \$5 surcharge to every service (as stated above) to offset the additional cost of sanitation and disinfection

For Your Next Appointment

- Clients will receive appointment confirmation via e-mail which will include a link to Kantor & Company's COVID-19 Liability Waiver. Your waiver must be filled out and electronically submitted prior to your visit

to the salon. Any clients who forget to sign the waiver and arrive for an appointment will be asked to reschedule.

- Confirmation e-mails will also include the following protocol notice. By confirming your appointment via email you agree to abide the following updated protocols implemented for your safety and the safety of our team:
 - Clients Will wait in their car until we call them to come in for their scheduled appointment to minimize client-to-client interaction
 - Clients' temperatures will be taken at the door and must have temperature of under 99.0 to enter the salon
 - All clients must bring and wear a mask upon arrival and through the entire of their appointment. If your mask comes off you will be asked to leave. If you do not have a mask we will have them available for sale.
 - Upon entry all clients will put on booties, wash their hands, and put on a provided robe.
 - Clients will be assigned a designated station for the entirety of their time in the salon
 - We ask that clients limit their moving from the their assigned station to the restroom facilities only
 - We ask clients leave all personal belongings save their phone and method of payment outside of the salon
 - Unfortunately, we will not be serving any food or beverage at this time
 - In order to eliminate overlap with clients we ask that you leave promptly after paying for your service. For the time being all scheduling will be done via e-mail.

For Haircut Clients:

- For the time being, we are asking that haircut clients come in with freshly washed hair
- Please let us know if you are considering a major change and we will scheduled a virtual consultation ahead of time to see your hair dry
- Blow drying is available but will require additional precautions:
 - Clients will need to hold a towel over their mask to prevent the mask from slipping off during blow drying services
- **We will waive our sanitation surcharge if you:**
 - Opt to skip the blow dry
 - Dry haircuts for clients who come with their hair clean, dry, and straight (essentially, immediately ready for a haircut)

For Root and Roots To End Color Clients:

We will waive our sanitation charge if you go home to wash your hair following the service as opposed to having it done at the salon. Our newest stylist, Annika, will be taking over all of Eileen's root color services while we play catch up. Know that if you would like to wait for Eileen, we can sell you a color kit to touch up your roots at home until she is able to see you for your root color service. We also have root spray for sale on our website.

For clients who are choosing to wait or are not yet comfortable making an in-salon appointment:

We are offering virtual color and cutting tutorials. To learn more about our virtual services please email contact@kantorandcompany.com for details and pricing.

As always, we thank you for your patience and understanding. We look forward to seeing you soon.

The Kantor & Company Team