



SAFETY PROMISE



- If you or anyone you share a house with are showing COVID-19 symptoms or are feeling unwell, please stay at home and let us know and we'll rearrange your appointment.
- Access to the salon is by appointment only. We won't be able to allow clients to enter unless they have an appointment booked in advance. We will be in touch very soon to arrange your personal appointment.
- Our appointment times, trading days and hours have been extended so that we can accommodate all of our clients as safely and as quickly as possible.
- When visiting the salon for your appointment you must attend alone. If you have a disability and need to be accompanied by your carer, please let us know in advance.
- The waiting area in our receptions will not be in use and we can only allow one person at the reception desk at a time.
- All KH salons will be deep cleaned before we reopen and sanitized after each client visit.
- All KH hairdressing equipment will be sanitized after every client visit.
- All KH teams will be wearing the required PPE. For your own comfort, when you come for your appointment please wear your own face covering.
- Hand sanitizer and wipes will be available for you at all of our salons and must be used on arrival.
- Unfortunately, we will not be able to offer dry cuts or fringe trims until further notice.
- We can't offer any hot drinks right now, but water in disposable cups will be available upon request.
- We've removed any shared reading material from our salons, but please feel free to bring your own.
- Toilets will be available on a restricted basis and will be sanitized after each visit.
- Unfortunately, we will not be able to book appointments for children under 13. Children over 13 must attend the salon alone until social distancing measures have been relaxed.
- Please don't bring your shopping into the salon, but do bring a bag to put any outdoor garments in.
- Deposits will be required for appointments. (T&Cs apply)
- Our latest price list is available now on your local salon's website. Please take a moment to check, as prices will have changed since your last visit to us.
- There will be a £2 COVID Hygiene Surcharge applied to all services.
- No cash if possible please. You'll need to pay by card / contactless / Apple Pay etc.
- We will be observing the 1-2 metre rule in our salons, as instructed by the Government.
- If you have any questions before your appointment, please feel free to contact us by email, social media or by visiting your salon's website, where you'll find our email addresses.

TIME TO TAKE THE CHAIR AND LOVE YOUR HAIR

As you can see, things are going to be a little different when you next come to visit us. But you can count on one thing – we'll take every precaution to make sure you, and our team, feel as safe and as comfortable as possible. We're really excited to see you again, catch up, make you look fantastic on the outside - and feel special on the inside.

Thank you for all your patience and on-going support. See you soon!
The KH Team. x

