

Covid-19 Procedure Policy for The Tanning Studio

(in effect until otherwise notified)

To Tanning Studio Clients and Staff:

Please know that the health and safety of everyone who steps foot in the salon is my top priority. I have comprised an extensive list of procedures that I believe will keep everyone happy while still being safe. I know this has been a lot of change and it has been overwhelming, but we can get through this crazy time together and come out stronger. This is new for everyone, so please be kind during this time as everyone is dealing with this situation in their own way.

Please let me know if you have any questions, comments, concerns, or suggestions regarding our Covid-19 Procedure Policy.

I look forward to seeing you all soon and have a sunny day!

Chantal

Front Lobby and Common Areas

- As of November 20th 2020, Masks are Mandatory in All Common Areas of The Tanning Studio due to the Public Health Order put forth by Dr. Bonnie Henry.
- New operating hours will be:
Monday – Thursday 10:00am – 9:00pm, Friday 10:00am – 8:00pm, Saturday & Sunday 10:00am – 5:00pm
- Maximum 2 clients in front lobby. All other clients, please wait outside.
- Hand Sanitizer will be provided for client use throughout the salon.
- Please wait on social distancing sticker till called to the front counter, while waiting for your room to be ready, and to use washroom.
- No food or open drinks will be permitted in the salon.
- A counter shield has been installed at the desk for client and staff safety.
- Towels and robes will be kept behind front desk on shelves. If you require a towel and/or robe, please notify staff and they will provide however many you need.
- Water cups will not be provided. Please bring your own water bottle and hand sanitize before using water cooler.
- All chairs have been removed from front lobby.
- Only clients who are using services will be permitted to wait inside. All other family, friends, children, and pets must remain outside.
- The front lobby coat rack has been removed. Please hang all belongs in your room.
- The washroom will be for clients using services at that time. No outside public will be permitted to use the washroom.
- After using the washroom, please bring hand towel out and put it in laundry basket.
- Client lotions and eyewear will no longer be stored at the salon. When you come to pick it/them up, it will be noted in your file, as well as sanitized before handing it to you.
- All tanning stickers, business cards, makeup remover wipes, sunless barrier cream, hair elastics, etc. will be kept behind the front desk. Please let staff know if you require any of these items.

- Eyewear is still required for every tanning and red light session. Please remember to bring them with you as we have never shared eyewear due to sanitary purposes. If you have forgotten your eyewear, we have one time use disposable eyewear as well as reusable eyewear for purchase.
- All retail products will be kept in glass shelves. Please feel free to ask staff any questions regarding products or for help finding what will be right for you.
- Salon music will be kept low to be able to hear clients and staff. Please bring head phones or ear buds if you would like to listen to your music, podcasts, etc.
- Please be kind with staff members and other clients during this situation. It is an adjustment for everyone, and we are all trying to do what we feel is right to provide a safe and sanitized environment.
- Minimal signage will be at the salon. Please subscribe to our email list (subscribe at thetanningstudio.ca at the bottom). *If you have unsubscribed in the past, will have to sign up with a different email address as it will not re-add email addresses that have unsubscribed.

Rooms

- Rooms will be cleaned to the same standards as they were prior to Covid-19.
 - All beds (in and out, top and bottom) will be sanitized after every use.
 - Chairs will be sanitized along with door handles (inside and out).
 - Walls will be checked for lotion splatters and hand prints. Walls will be sanitized accordingly.
 - Floors will be constantly swept/vacuumed as well as mopped after every client.
- Garbage cans have been removed from the rooms so please bring your garbage out and throw it out in one of our garbage cans around the salon.
- Clients are asked to please start equipment promptly as well as exit the room shortly after your session. This will allow ample time for staff to sanitize the room for the next client and to keep appointments on time and running smoothly.
- Failure to arrive or start equipment in a timely fashion may result in a lowered session time.
- If a client would like something to be re-cleaned, please inform staff. At The Tanning Studio, we want you to feel safe and comfortable.
- Please do not use your own cleaning supplies or sanitizer on the salon equipment as it can cause damage and possibly result in broken equipment and fees to the client.

Appointments

- Appointments are not mandatory but are highly recommended. Please call in for appointment (604-526-0406).
- Priority will be given to those who have made appointments.
- Please do not book by: email, Google message, Facebook, Instagram. We might not see the message right away and do not want to miss your appointment request.
- Appointments will be kept for clients till 5 minutes after schedule start time. If client is not here, the next client waiting will be processed.
- If you cannot attend your appointment or are running late for your appointment, please call the salon.

Purchases and Sales

- Debit, Credit, Tap, Apple pay are encouraged as it is more sanitary.

- Our online store will still be operating if you would like to purchase online rather than instore. All purchases will be active and ready for use and/or pick up within 1 business day.
- E-Gift cards will not be permitted for use instore. They will be used for our online store only.
- Instore gift cards will be not be permitted for use online. They will be used for instore purchases only.
- There will be no refunds or exchanges instore or online.

Staff

- Staff must wash hands after putting dirty laundry into washer.
- Staff and clients must wash hands after using the washroom.
- Staff will be required to either hand sanitize or wash hands after cleaning anything.
- Staff will have washable shirts and masks provided for them. This is staff's responsibility to keep clean and sanitized prior to shift.
- Staff is required to sanitize all commonly touched areas consistently throughout the day.
- Staff is not permitted to shake hands or hug clients and/or other staff members.
- Staff will keep all open food and drink in the back room at all times.
- Staff will wear a mask at all times.

Policies New & Old

- All clients and staff members will not be permitted in the salon for at least 14 days if any of the following:
 - Showing any signs or symptoms of Covid-19. (if you suffer from seasonal allergies, please notify staff and they will make note of it in your file). --
 - Any contact with a person showing signs or symptoms of Covid-19.
 - Travelled outside of Canada.
- Anyone failing to follow the 14 day Covid-19 rule, will be asked to leave the premises and not return.
- All clients and staff will be required to sign The Tanning Studio's Covid-19 updated information and release form effective November 11th, 2020.
- Verbal abuse to staff and other clients will not be tolerated.
- Procedures can be updated and/or changed at any time without notice.
- No eyewear or products kept by The Tanning Studio during lock down have been opened by anyone.
- There is zero tolerance drug and/or alcohol use policy before and/or during services. Those suspected will be asked to leave immediately.
- To use any UV, Red Light, or Cocoon equipment, you must be 18 years of age or older. I.D might be asked to present by staff, so please bring government issued I.D with you.
- To use any Sunless equipment, you must be 16 years of age or older. If you are under 16 years old, we will require a parent/guardian signature.
- Please inform staff of any account changes. I.e address, phone number, etc.

If you have any questions, suggestions, comments, or concerns please speak with Chantal either at the salon or via email chantal@thetanningstudio.ca.
