

MACK

WELCOME BACK! CUSTOMER INFORMATION

We are delighted to be welcoming you back to the salon. It has been a long time coming and we hope that you and those close to you have remained safe and healthy over the past few months. We are as excited as you to be able to work our magic on your hair once again!

In order to ensure a return to the salon that is as safe and enjoyable as possible for you, please ensure you read the below important information.

POST COVID-19 CLIENT EXPERIENCE

Here at MACK, we have always taken pride in our customer service and client experience. Though your appointment and time in the salon will be slightly different in the immediate term, we will be doing everything that we can to ensure that you have the relaxing and enjoyable experience that you truly deserve after such a testing few months.

Salon cleanliness and hygiene has always been very important to us and we are upping our already high hygiene standards in line with Government requirements in response to COVID-19.

In order to keep you and our staff safe there will be some changes in the short term which we have detailed below:

WHAT TO EXPECT FROM US:

- All staff will be trained in COVID-19 Government guidelines and risk assessments of the salon, which will be adhered to at all times
- Our team will all be wearing appropriate PPE during your service and each customer will be provided with an individual PPE pack for their visit
- You will notice that some furniture has been moved in the salons to accommodate social distancing regulations and there are additions such as Perspex dividers, sneeze guards and hand sanitisers to keep you and our team safe
- Additional laundering processes will be used including the addition of an anti-bacterial laundry solution

Note: Prior to opening the salon, we have had a professional anti-bacterial disinfection service. It's a process called "fogging". The 30-day coverage solution is applied to all areas of the salon. The product forms a row of microscopic pins that will kill any bacteria cells on all surfaces.

TEMPORARY OPENING TIMES:

The salon will be temporarily open 7 days a week and the hours will be extended in order to offer as many appointments as possible for our customers whilst also keeping everybody safe. Your stylist and our team will also be working different days to normal in order to reduce traffic in salons and keep you safe and distanced from others as much as possible.

- Sunday 8am – 6pm
- Monday 8am – 9pm
- Tuesday 8am – 9pm

- Wednesday 8am – 9pm
- Thursday 7am – 10pm
- Friday 8am – 9pm
- Saturday 8am – 6pm

The above temporary opening times will commence from Saturday July 4th until Further Notice

Note: hours are subject to change as the pandemic situation evolves.

BOOKINGS:

We are currently unable to offer any form of walk-in service. All appointments will need to be pre-booked.

SERVICES:

We are having to pause some of the services we normally offer in the salon due to the demand of our waiting list and government restrictions. These services include stand alone blow-dry's, curling only services and the young adult service.

Please note that if you change your mind about the services you have booked in for, we need the same notice as if you wanted to cancel or re-schedule your appointment. Unfortunately, if we do not get the notice you will still be charged for the full services originally booked. For further information please see the cancellation policy.

POST COVID-19 SERVICES:

We may need to book you in for your service a little differently due to the extended time since your last appointment.

Our reception team would have taken you through some questions to determine what service you will require to enable us to allocate the correct appointment time to give you your desired results. If, on the day, you require a different or additional service which has not been pre-booked, then we may not be able to complete your service in full as we are unfortunately unable to over run your allocated time due to appointment demand.

For example, your normal big bouncy blow-dry may no longer be available in your time allocation if we need to spend longer on your cut. The cost of your service will not be reduced if this happens however please be assured our stylists will do as much as they can within your allocated appointment time. If you feel you have booked in for the wrong service, please message us so we can amend or re-schedule your appointment as soon as possible.

PROMOTIONS/OFFERS/DISCOUNTS/COMPLIMENTARY SERVICES

We will not be offering any of our promotions/offers/discounts/complimentary services in the short term. **Our young adult clients are of course still welcome but will be charged at the adult regular price for that stylist.**

Note: This includes the redemption of any loyalty points, use of recommendation discount promotions and complimentary vouchers. We will extend the date on any valid vouchers until we are in the position to be able to accept them again. You will still be able to earn loyalty points on your visit. We apologise for any inconvenience caused and appreciate your support.

TIME IN SALON:

Please allow more time than normal for your appointment. Your time in the salon may be longer than usual due to the new procedures and we will be unable to cut corners to speed up appointments. The cost of the appointment will be as booked and will not be reduced should you need to leave early and cut the appointment short. In addition to this, you are likely to be waiting longer for your stylist to return to you after having your colour washed off. On the bright side, this is a great opportunity to have one of our in-salon conditioning treatments at the backwash.

SOLO APPOINTMENTS:

We ordinarily love that many of you enjoy socialising at MACK and come in with friends and family and often synchronise your visits. However, while working under these restrictions, we will only be able to have people in the salon who are having their hair done and you will not be able to have anyone wait with you for the time being.

For example: If you have booked a cut and colour and a friend or family member has booked a cut only then they cannot not arrive and leave with you. Each customer must arrive and leave at the start and finish of their own appointment in order to adhere to government guidelines. Excluded from this requirement are those needing assistance due to disability (if you have not advised us of this at time of booking, please contact us) or children 12 years or under (please see below).

CHILDREN (12 and Unders):

Our younger clients are always welcome, however, during this time they can only be accompanied by one parent/supervisor. If other family members have appointments with the same stylist, children will still have to wait outside (or in the car) with supervision. We understand this may be inconvenient however please rest assured that every procedure that we are putting in place is being done so with everyone's safety as our top priority. Please note until further notice we are only able to offer a spray cutting service, this means that the customer will need to attend their appointment with freshly washed hair that day.

LATE ARRIVAL:

We understand that there are many reasons outside your control that may cause you to be late for your appointments and ordinarily we are masters at juggling things in to cater for this. However, while we are working under these restrictions, we must stick to our appointment times, so late arrival will unavoidably mean a reduced service. The cost of your service will NOT reduce along with any reduction in services due to late arrival.

WAITING:

Until further notice, there will be no waiting area so please wait outside adhering to the social distancing rules, or in your car. We will come and get you or call your phone number when your stylist is ready for you.

MASK:

In order to ensure the safety of our team you will be required to wear a face mask for the duration of your appointment. You are welcome to wear your own, but we will need you to wear one with thin ties/strings. If you don't have one, we can provide a disposable one for you.

SANITISE:

You will be asked to sanitise your hands with the sanitisers provided.

PERSONAL BELONGINGS:

In order to adhere to safety guidelines and minimise risk, our cloakroom will be closed until further notice. Please only bring with you essentials items that can be kept in a small bag during your visit.

REFRESHMENTS:

In line with Government guidelines, we will only be serving bottled water for the time being.

MAGAZINES:

We will not be providing magazines in the short term, but you are welcome to bring your own reading material.

NO CASH:

Booking fees will be taken in advance. To settle the balance of any payments for services on your appointment day please ensure that you have a card/phone to pay with as we are avoiding cash payments and will not have a float in our till in order to reduce the handling of money. We hope that you understand.

GOWNS & TOWELS:

We will be providing either a disposable or freshly laundered gown and towels (as we always do) for every customer.

PPE SURCHARGE:

There is a £4 surcharge for PPE. This will be reduced to £3 if you wear your own mask with strings that we can work round. We recognise that this is not ideal, but please understand that this is unavoidable for us and the cost of delivering our service has risen drastically with the new regulations. Rest assured, this is only temporary and as and when things return to normal this surcharge will no longer be in place.

ALLERGY ALERT TESTS:

If you have been informed at your booking that you will require an Allergy Alert test prior to your colour service appointment, failure to have this done in the minimum required time (48hrs prior to appointment) will mean we will not be able to go ahead with your colour service. All your appointments including any cutting service will be cancelled once you have missed this time deadline. At the time of booking your appointment, our team will advise on when allergy alert testing will be taking place and how.

BOOKING FEE:

Due to the unprecedented demand for appointments, we have introduced a booking fee to secure your appointment.

CANCELLATION POLICY:

- For standard salon services, the booking fee is refundable only if you contact us strictly 72 hours before your appointment is due.
- For specialised services like colour changes/colour corrections and hair extensions the normal cancellation policy applies.
- If you need to re-schedule or cancel less than 48 hours before your appointment, the booking fee is non-refundable but can be transferred to your next visit.
- If you need to re-schedule or cancel less than 24 hours before your appointment, the booking fee is non-refundable and non-transferable. However, it will be transferable to your next visit as long as we are able to fully fill your appointment gap.
- your appointment, unfortunately we will be unable to refund or transfer your booking fee. It is simply too difficult with little or no notice, especially when such strict safety measures are in place.

APPOINTMENT REMINDER SERVICE:

As usual, we will be sending out an appointment reminder SMS 48 hours before each appointment. However, we **will not** have time to do follow up confirmation calls if we do not hear back from you by close of business the evening before your appointment is due. If we don't hear back from you, we will assume that you will not be attending and your appointment will automatically be removed from our booking system. In this situation our cancellation policy will also automatically kick in (see above).

CONTACT:

We are hoping to get our salon telephone lines back up and running as soon as possible to receive calls but this will not be possible until we are able to clear our waiting list. **If after** your booking call you need to contact us to discuss your appointment, the best/preferred option is for you to email us on msreception@mackhairdressing.co.uk. We will then work to get back to you ASAP.

Alternatively, you can message us on our social media platforms and we will do our best to respond as soon as we can. If you need to cancel your appointment via one of these methods and it is within the timeframe of our cancellation policy but not seen until later, this will be taken into consideration when refunding or transferring your booking fee. We are also in the process of setting up an additional temporary WhatsApp business messaging service. Details of this service will be posted on our social media sites once it is up and running.

SICKNESS:

In the unfortunate event of the sickness of one of our team, we are very unlikely to be able to offer you an alternative appointment on the same day. However, we will endeavour to get you booked back in as soon as possible and apologise for this inconvenience. Your booking fee on this occasion can be refunded if you do not want to re-schedule or wait again for an appointment.

RE-DOS/REWORKS:

Whilst we always endeavour to provide excellent service and results, there is the small chance that we are not able to achieve your expectations on the first visit. During your initial consultation with your stylist, they will manage your expectations of the results that can be achieved in this first hair service back after such a long period of time. Your stylist will have already informed you in your consultation that there may be a few visits required to achieve your desired results in order to fully manage your expectations.

Unfortunately, at this time we are not going to be able to apply our normal rework procedure. If for any reason you are unhappy with your hair service, or the results, you will need to contact us within 7 days of your visit via the methods explained above and we will arrange a virtual consultation. If it is deemed that a rework is needed, we will ensure that you are added to the salon waiting list to rectify the issue. We will offer you the next available appointment as soon as possible however please bear with us as we work our way through our waiting list.

MANDATORY TO-DO LIST PRIOR TO ATTENDING THE SALON:

- Read and agree to the terms and conditions outlined in this document; and
- Return your health questionnaire (via Google Docs)
- Reply to your appointment confirmation SMS

Please email msreception@mackhairdressing.co.uk confirming that you have read and agree to the terms and conditions outlined in this information document, with your name, date and time of appointment in the main body of the email. Additionally attendance to your appointment will be confirmation that you have agreed to our terms and conditions

We can't wait to welcome you back to **MACK**