



The Simonson's Salon & Spa team would like to thank you and your families for your patronage and loyalty over the years. We plan to reopen for business on Monday, June 1, 2020 - barring any last-minute changes that are out of our control.

You and our team's safety have always been one of our top priorities. Our profession is regulated by the Board of Cosmetology. We meticulously follow their cleaning and sanitation rules and regulations, in addition to our own robust safety and sanitation protocols, making Simonson's Salon & Spa one of the safest places to receive personal care services.

We've now been closed since March 18<sup>th</sup>. We appreciate your patience and ask for your continued patience as we adopt all these new safety standards. During our temporary closure, here's an abbreviated list of the items we've been working on:

- Deep cleaning and sanitizing of all three locations
- New and improved sanitation protocols for all departments
- Procurement of personal protection equipment (PPE) for the team
- Creating and integrating safety designations and signage throughout the environment
- Incorporating every Minnesota Health Department and CDC mandated safety practice and/or safety apparatus.

### **IMPORTANT INFORMATION** - *Please review this information prior to your appointment.*

As we get back into the groove, we would like to make you aware of some important changes that will help to ensure the safest and best experience for everyone. It's our goal to maintain a safe, clean and comfortable environment for our guests and team.

- The governor mandated that face masks/shields must be worn by guests and team members. Please bring your own.
- Guests cannot be accompanied by anyone unless it is their guardian.
- Some locations will have the ability to provide outdoor seating. However, if you prefer to wait in your vehicle, we ask that you check-in for your appointment when you arrive and then return to your vehicle. This way your service technician will know where to locate you.
- Summer is just around the corner so we ask that you do not bring in coats.
- If you are under the weather or feel ill in any manner, please reschedule your appointment once your symptoms have passed and you're feeling better. Our team members reserve the right to refuse service to someone they feel presents a personal health risk.
- Please be mindful of and respect the social distancing taped designations on the floor and/or other signage notices so we can continue to be of service to you.
- Please do not hug or shake your technician's hand. Exchanging waves or head nods are always a warm and meaningful way to greet one another.
- If the beverage area is open, a Guest Services Representative (GSR) will assist you in procuring and delivering a beverage for your enjoyment. At this time, guests will not be permitted to serve themselves.
- The restrooms and reception area will be cleaned and sanitized regularly throughout the day.
- Simonson's consistently runs at less than 20% of its lawful occupancy so we will have no issue in staying under 25% capacity.
- The disinfection protocols in place ensure a safe and healthy environment, including the use of EPA registered disinfectants.
- Hair and Nail service stations are six feet apart. A temporary barrier has been installed between the other stations.
- All work stations will be cleaned and sanitized between each guest in accordance with all applicable guidelines.
- Pre-plan for product purchases by providing a list to your technician so our team can prep your order for you.
- Our team will undergo a health screening prior to their shift and will not enter the building if they are unwell.
- There is a better than average chance your technician may run late as a result of the increased safety requirements.
- If you are one of those daring individuals who attempted to color your own hair, please be sure to notify our company representatives **AHEAD** of your scheduled appointment so we can better assist you.
- Prior to beginning your service, your technician will thoroughly wash their hands and/or use hand sanitizer.
- Expect additional modifications as we receive further guidance from the government agencies leading this charge.

Your safety and comfort are of concern to us. With everyone's patience and cooperation, we will be triumphant in our goal to provide you with a safe experience of perpetual renewal. Thank you again for your loyalty and we look forward to your visit!