

Welcome Back to Locktons of Knutsford !

We are so pleased to be able to open up to our lovely customers again. In order to ensure optimum safety for our staff and our customers we have a few salon rules:

- When you arrive at the salon please do not enter until you have received a call from your stylist telling you that they are ready. We encourage you to responsibly visit some local shops in Knutsford while you wait for the call #shoplocal.
- We will not be providing magazines or refreshments so please bring a bottle of water with you. You will be asked to keep your coat in your own bag so please bring a plastic bag in case it is wet. You will be asked not to eat in the salon.
- We will discourage use of the toilet by customers so please try to be prepared for this.
- If you have any Covid symptoms or feel poorly please tell us and we can reschedule your appointment. You will be asked three questions before you enter the salon. If you answer yes to any of the following you will be asked to reschedule your appointment:
 - Have you had the recent onset of a new continuous cough?
 - Do you have a high temperature?
 - Have you noticed a loss of, or change in, normal sense of taste or smell?
- Every customer must wear a mask. We do have a small stock of masks for sale for £1.50 if you do not have one of your own.

- Please sanitise your hands as soon as you enter the salon, during your appointment and before and after using the card machine.
- Please keep 1m from other customers and staff at all times indicated by stickers on the salon floor.
- We are only accepting card payments
- We are not offering any blow-drys unless the stylist is working alone in the salon.
- We are only offering shorter than usual appointments to accommodate everyone and minimise customer time in the salon.
- We will ask every customer to leave their email address so that we can keep you updated with guidance and to fully assist with the HNS test and trace system
- We love hearing your news but we ask that talking is kept to a minimum for your next visit in the salon. Please talk via the mirror when do you.
- Please come to your appointment alone. If you have booked an appointment for your child we ask that you wait outside during the appointment where possible, unless the stylist is working alone in the salon and then you will be allowed to wait inside with your child. Please ensure that your child is prepared to socially distance from other customers.
- As most of you know, we have split our staff into bubbles to minimise staff and customer exposure to each other. This means that staff are

working at reduced capacity and together with the cost of PPE, cleaning products, extra time in between clients to clean properly, the cost of extra products on long roots and/or damaged hair and may other factors, our margins are now extremely tight. We hope you can understand that we therefore need to add an extra cost to each appointment during this period. This is likely to be 10-20% depending upon your hair and your services. This is our first price revision since we opened 2 years ago.