

COVID-19 Health and Safety Policies and Protocol

We are so thrilled to be opening our doors again. In order to meet government-mandated guidelines, we will be putting some new strict policies in place. We appreciate your understanding and cooperation.

To keep this simple:

The PINK text shows what we ask of YOU

The GOLD text describes the steps WE are taking

Health Protocol

- If you are exhibiting symptoms of COVID-19 including coughing, sneezing, shortness of breath, fever, chills, etc. we will not be able to allow entry into our salon. If you arrive for your appointment showing symptoms you will be sent home to reschedule.
- If you have come into contact with a known carrier of COVID-19 we require you to wait 14 days before scheduling an appointment at Poza Salon.
- Masks must be worn at all times in the salon, both by guests and staff. You may bring a mask (with ear loops) from home or we will provide one for you.
- For the safety of our guests, if you begin to exhibit symptoms, such as coughing, we will have to immediately stop your service and ask you to leave and reschedule, so please be honest with us beforehand.
- All staff members are certified in Barbicide Sterilization and have passed a COVID-19 sanitation course.
- Providing Smocks with nametags & designated for each guest
- Have a Social distance room available for use to reduce interaction if requested.

Booking and Cancellation Appointment Procedures

- Due to the high demand for appointments, all cancellations must come 24-hours in advance during our business hours. If you cancel or no show within the 24-hour window you will be charged full price for that service.
- Please arrive 5 minutes early for your appointment