

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:

PINK text shows what we ask of **YOU**

GOLD text describes the steps **WE** are taking

Health Protocol

1. 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.**
2. If you have come into contact with a known carrier of COVID-19 we require you wait 14 days before scheduling an appointment at Poza Salon.
3. We will be taking everyone's temperature upon entry. Anyone with a temperature above 99.7 will be sent home to reschedule.
4. 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.
5. Our salon capacity is 10 people. For this reason we will not allow walk-in appointments, children, or guests of clients in the salon. Entry is only allowed by appointment.
6. **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 before hand.**
7. Every surface in our salon is sterilized and disinfected with each use. All staff members are certified in Barbicide Sterilization and have passed a COVID-19 sanitation course.
8. Staff members have temperature taken every day and are sent home if they register above 99.7. If any staff member exhibits symptoms, they are

sent home, required to be tested, and can only return to work after 2 negative tests

Booking and Cancellation Appointment Procedures

1. Services are by Appointment Only – NO WALK INS
2. We have hundreds of current clients we need to reschedule. **Please wait for us to call you to rebook.** This allows us to keep organized and make sure everyone is contacted in a timely fashion. To keep our phone line available for those calls you can send us an email at guesctare@pozasalon.com with any questions you may have, and we will get back to you ASAP
3. Please wait in your car in our parking lot when you arrive. Text (704)499-0753 that you are here and we will text you back when we are ready for you to enter the building.
4. Because of the high demand for appointments all cancellations must come 24-hours in advance. If you cancel or no show within the 24-hour window you will be charged full price for that service.
5. Please arrive 5 minutes early for your appointment