

OUR NEW NORMAL

We have thoroughly reviewed the state of Wisconsin guidance for prepping the salon space for re-open post the COVID-19 mandated closure. We have updated our current salon policy to comply with the new state requirements. In addition to the new requirements, Cheveux is also certified in Barbicide training in accordance with the Wisconsin state board of Cosmetology.

We prioritize the health of the public, and are taking extra precautions to ensure the safety of our clients and staff during this unprecedented time. In addition to our enhanced cleaning/sanitizing procedures, we would like to inform our clients of the following guidelines.

WE WANT TO KEEP YOU
SAFE, HAPPY &
LOOKING GOOD
ONE STRAND AT A TIME

BEFORE YOUR APPOINTMENT

PLEASE ATTEND YOUR APPOINTMENT ALONE

We will not allow any additional guests to accompany you to your appointment due to capacity restrictions. If you come with additional guests, they will be asked to remain in the car while you are being serviced or you will be asked to reschedule your appointment.



WAIT TO ENTER

Clients coming in for appointments must arrive on time and wait for their stylist to notify them by phone, when they can enter the salon. During this time we will be keeping the salon locked to stay at a limited capacity during hours of operation. We ask that you wait inside your vehicle until the salon has the availability for you to enter. If you are more than 15 minutes late for your appointment, you may be asked to reschedule.



ARRIVAL

Please arrive with dry and detangled hair. For those coming out of protective styles such as braids, be sure to wash, dry, and detangle your hair at least once prior to your appointment. Notify your stylist beforehand if you have attempted any self chemical services during quarantine. We require this to ensure your stylist has booked adequate appointment time for your service.



WEAR A MASK

All clients and staff will be required to wear a mask (over the ear) at all times in the salon. If possible, please bring your own to your appointment and have it on prior to entering the salon. Staff and client temperatures will be taken upon arrival to the salon every day. If you have been feeling ill or show any signs of illness, we advise that you immediately exit the salon and contact the salon by phone or email to reschedule your appointment.



WASH HANDS

Upon entry into the salon, you will be provided with a pump of hand sanitizer. If you are receiving a chemical service, you will be asked to head to the restroom to thoroughly wash your hands. At this time we ask that you change into a chemical robe that your stylist has provided for you. If you remove any garments, be sure to bring them back to your stylist's station. Upon completion of your service, be sure to thoroughly wash your hands and place your chemical robe into the covered bin in the restroom. Make sure to close the lid immediately.



RESCHEDULING

Please reschedule your appointment if you are feeling ill, have been in contact with someone that is sick, or if you have recently traveled.



If you do not feel comfortable coming to the salon for your appointment during this time of uncertainty, we completely understand. We ask that you contact the salon immediately to cancel and then reschedule whenever you feel most comfortable to do so.

DURING YOUR APPOINTMENT

NO REFRESHMENTS WILL BE SERVED

There will be no refreshments served during your appointment due to the spread of germs. We ask that you refrain from bringing in your own food or unnecessary personal items. i.e. backpacks, large bags, purses, laptops, coats/jackets etc. You must stay seated during your chemical processing time unless you need to use the restroom.



SANITATION

Though we thoroughly missed you and our conversations, in order to stay within the requirements of the state, whenever there is downtime available your stylist will need to exit the room to sanitize any tools being used. We also ask that there is no conversation during the blow dry portion of your appointment.



RETAIL PURCHASE

Retail purchase is only available for curbside pick up or online orders unless purchased during your appointment. Online orders can be placed at any time through the Cheveux website, and ship for free in 3-4 business days. If you need to purchase a product(s) during your appointment, alert your stylist and they will add it to your order and have your item (s) bagged and ready to go for you at the end of your service.



BOWL CHARGE

Please be prepared to pay an additional color bowl charge. Being that most clients have gone longer than usual between appointments, additional color will in most cases be necessary due to additional outgrowth.



PROMOTIONS

As a small business, we have made the decision to temporarily discontinue all promotions in an effort to responsibly assess the cost COVID-19 has incurred on the business vs. increasing our pricing. We thank you for your understanding and support as we navigate through what the new salon normal must become.



PAYMENTS

We ask, if possible, to use credit cards vs cash to keep contact to a minimum. For your convenience we can put your credit card on file to keep transactional activities as contact-less as possible.



YOUR SAFETY IS VERY IMPORTANT TO US!

Feel free to reach out at any time via email with any additional questions you might have!

Thank you for your patience and support.

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