

shadows

beauty salon

TO OUR VALUED CLIENTS

Welcome back! We are thrilled to open our doors to you once again. We've missed you! As we all know, the SHADOWS we are coming back to cannot be the same as it once was. COVID-19 has changed things, and for your health and safety and the protection of our employees, there are new regulations and protocols in place that must be adhered to. All regulations are per the Ministry of Health (MOH).

BEFORE YOUR VISIT

- No mask, no service. No client or employee will be permitted to enter SHADOWS without a mask. A mask must be worn in SHADOWS at all times.
- All clients will be temperature checked before entry. If they have a temperature, they will be asked to return at a later date.
- We will ask you at the time of setting the appointment whether you have any symptoms or have been around anyone who has COVID-19. Please practice social responsibility by being honest.
- If a client is displaying symptoms other than fever—including coughing or sneezing—they will be asked to return at a later date.
- Social distancing will be maintained at all times. With the exception of the space between the employee and her client, all others must maintain a distance of two meters at all times. Do not get close to other clients or employees during your visit.
- Try to bring as few items with you as possible.
- Bring your own manicure/pedicure tools if possible, for your own safety.
- If you are sick, please don't come. Protect others.
- Payment will be made by K-NET or touchless only. WE DO NOT ACCEPT CASH. The K-NET machine will be cleaned with alcohol after each client.

APPOINTMENTS

- Please call for an appointment. Do not drop in.
- Drop-in clients will only be taken if we are not at full capacity. If we believe that your turn will come up within five to twenty minutes and you are willing to wait, we will ask you to wait in your car and will call you by phone when we are ready to serve you.
- We will not allow clients to wait inside the salon for the safety of our clients and employees.
- At the time of arrival, we will ask for your name, mobile number, and will note your time of arrival and departure. This will allow us to contact trace you in the unfortunate event that there is possible exposure to COVID-19, as per MOH.
- According to the MOH, only one employee can provide a service to a client at one time. You cannot have your hair and nails done at the same time, unfortunately. Once the hair stylist has completed her work, the beautician will take over.

SALON ETIQUETTE

- Wear your mask around your mouth and nose at all times. Do not push it down around your neck.
- Clean your hands using provided hand sanitizers as often as possible.
- Avoid touching your face.
- Avoid touching surfaces around you.
- Be as aware of your surroundings and the people around you as possible. Your aim should be to protect them and to protect yourself during your visit.
- No smoking is allowed at SHADOWS.
- No prayer mats and covering sharing, as per MOH.

EFFORTS TO COMBAT COVID-19

The reality is, we remain in the midst of a global pandemic. Choosing to visit a salon is a high risk activity. Since the State of Kuwait has decided to allow salons to re-open, we are re-opening, according to the country's laws. While each person's health is in their own hands, we at SHADOWS will do our best to keep you as safe as possible. Here are some of the things we are doing:

- Maintaining social distancing and mask wearing at all times for employees and clients.
- Employees dispose of gowns and gloves after each client.
- Clients are given disposable plastic capes to wear.
- Plastic covers and disposable paper covers are used over all seating.
- Deep cleaning surfaces and bathrooms with disinfectants after each client and many times per day.
- Sterilizing all equipment after each client.
- Sterilizing and deep cleaning all towels.
- Putting up dividers between clients.
- No tea or coffee service to avoid removal of masks. Small disposable water bottles will be provided upon request, as per MOH.
- No threading, make-up, facials, or eyebrow tinting permitted, as per the MOH.
- No massages or use of sauna or steam room, as per the MOH.

WAIVER

We will do our best to protect you, however, there can be no guarantees. Your visit to SHADOWS is at your own risk. We cannot be held liable if you catch COVID-19. Your visit to SHADOWS constitutes your acceptance of this waiver.