

Due to all the new regulations, we no longer have the ability to see the volume of clients that we are accustomed to. New restrictions impose new challenges, therefore we will not be able to offer all of our services, appointment times will be extended, and our prices will increase. The recent events of this crisis have dramatically changed all of our lives and we are all trying to find a "new normal".

With that in mind, we want to walk you through what we are doing as a company now to ensure that we can operate safely. Your health and safety are paramount. This is a fluid process that will be ever-changing in reaction to the current environment. Below we have outlined our mutual expectations that include our commitment to each other.

Our Commitment to You

Our Environment:

1. Thoroughly sanitized, refinished floors, fresh paint
2. State of the art air purification and sanitation system; we do NOT share our air space with any other business
3. Petitions installed where we do not have a 6 foot distance
4. Designated sanitation areas throughout the salon
5. All key touch-points will be continuously sanitized such as, but not limited to; hard surfaces, seats, stations, treatment tables, shampoo stations, bathroom, door handles, phones, credit card processors and any area that comes into regular contact
6. Each station will be thoroughly sanitized before and after each client
7. Capes and towels will continue to be cleaned and dried on high heat after each client, per usual
8. Products purchased will be cleaned and sanitized to ensure your safety
9. Increased spacing between stations, keeping at least a 7 foot distance
10. Beverage service is currently suspended
11. We will be practicing social distancing whenever possible

Our Team:

1. If a team member displays COVID19 symptoms they will be quarantined for the appropriate amount of time, per CDC guidelines.

2. Our stylist and receptionists schedules have dramatically changed to meet the new standard of no more than 6 stylists working at any given time to ensure low volume of individuals in our space.
3. We will take our temperature throughout the day
4. We will wash our hands properly before and after each client
5. We will wear a mask at all times
6. We will be sanitizing/sterilizing our tools and equipment in between each service
7. We are all Barbicide Certified
8. We will continuously monitor health and safety protocols, working closely with the Brookline Health Inspector.

Your Commitment to Us

1. If you are sick or feel any symptoms of sickness, we ask that you reschedule your appointment with us *cancellation fees will be waived during this time
2. Pre-screen COVID-19 questionnaire must be completed prior to appointment. This will be sent to you 24-48 hours before your appointment, you must fill out and send back before your appointment is officially confirmed.
3. Please come alone for your appointment (no children, pets or friends)
4. Please limit any belongings that you bring with you. Preferably only bring in phone, keys and payment method (rather than your handbag/briefcase etc. whenever possible)
5. Please do not bring outside food or beverages
6. Upon arrival, clients will park and text the salon at 617-219-9822 letting us know who you are and that you have arrived.
7. Immediately upon arrival you will sanitize your hands and your cell phone and keys will be placed in an eco-friendly protective bag and your temperature will be taken
8. Each client must wear a mask for the duration of their visit. Masks will be provided by HC Studio if you do not have one.

DURING THE COLDER MONTHS we understand that coats and outerwear are necessary. We have added individual coat racks at each station for you to keep your belongings with you during your appointment.

What Has Changed

1. Available services have been reduced (no perms, straightening treatments, etc.)
2. Prices on some services have increased
3. Salon hours have changed and will continue to be fluid as deemed appropriate
4. Stylist schedules have changed so that stylist to client ratio will be 1:1
5. Extended appointment times to clean and sanitize the environment in between client visits
6. The salon door will be locked. No walk-ins will be accepted, only clients with scheduled appointments may enter salon space.
7. No waiting area, clients will wait in their cars or just outside the door until the stylists are ready for them.
8. Touchless Greetings & Goodbyes- We will not be shaking hands or hugging at this time and we have installed touchless credit card machines

Thank you for you ongoing trust in HC Studio. We look forward to welcoming you back!