



Reopening FAQs

What day will Luxe be reopening?

May 12th (please see our new hours below). We are busy making sure the salon is properly staffed, schedules are made, products are ordered and stocked, the salon is clean and disinfected, protocols are implemented, clients on the waiting list are called/scheduled and that our clients are aware of our new Safety Protocols (see below). This is ALL necessary in order to safely re-open our business.

How will Luxe Be Booking/Rebooking Clients?

We will be calling clients in this order:

1. Those who had appointments that were canceled/rescheduled/put on hold previously in March, April and now May.
2. We make our way through the waiting list that was posted online. This will be done *before* opening day.
3. Once these clients are booked, then we will allow for the rest of our clients to call in and book. As clients call, we will take their information and they will be booked *after* the initial lists above are done. We will be working non-stop to get everyone booked as quickly as possible and appreciate your patience and understanding.

What if I am more than 10 minutes late to my appointment? Due to the fact that we will be serving a higher volume of clients over the next few months, we will leave it to the discretion of each stylist as to whether or not they feel they have time to properly complete your service if you are more than 10 minutes late. Please plan accordingly.

What are our new hours of Operation?

Tuesday and Wednesday, 9:00 am to 7:00 pm

Thursday, 9:00 am to 8:00 pm

Friday and Saturday, 9:00 am to 5:00 pm

Sunday and Monday, Closed

These hours may be adjusted based on our needs and as we progress through this process are subject to change.



Safety Protocols

What are the New Safety Protocols at Luxe? *Our New Safety Protocols are based on nursing and infectious disease experience and the CDC Guidelines. We are respectfully requesting all staff and clients do the following to maintain a safe and healthy salon experience:*

- + If anyone has had contact or exposure to someone with COVID-19 or has a cough, fever, or shortness of breath we ask that you remain home and reschedule in a minimum of two weeks.
- + We ask that anyone entering the salon wash or sanitize their hands upon arrival.
- + Every client is required to wear a mask that loops around his or her ears (to make sure their hair is accessible) when visiting the salon and for the duration of their service.
- + No additional guests are allowed unless they too are receiving a service.
- + We will not have any beverages or snacks available; please feel free to bring your own.
- + When sitting in the waiting area we ask that every one practice social distancing.
- + If it has been a prolonged period since you have had an appointment due to the pandemic, our employees may need to use extra product, which could result in extra charges. This will be discussed with your professional during your consultation and before the service begins.
- + At time of booking, clients must notify Front Desk if they have used any at-home color systems so that the stylist can leave additional time during the appointment to evaluate whether or not color corrections are needed. It can also effect the outcome of your professional color services.
- + We will be screening for fever by taking temperatures of anyone who enters the building, including staff. Anyone with a temperature above 100+ F will be asked to reschedule. *(Continued, pg. 2)*



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- + If anyone travels on a plane or to a COVID-19 hot spot, we ask that they not come in for services for at least 14 days. This is based on the CDC guidelines.
- + Our Front Desk will be wearing gloves at all times during client interaction. They will be sanitizing the door, counters, and any other frequently touched surfaces after any contact from a client.
- + Front Desk will clean the credit card terminals after each use.
- + Please be mindful of social distancing when checking in and out of the salon before and after services and during retail purchases.
- + Clients will be directed by the Front Desk and other staff to sit in every other chair in the waiting room to promote social distancing.
- + Front Desk and Assistants will be cleaning the bathrooms and processing area surfaces hourly.
- + Every other shampoo bowl will be used to distance clients and will be cleaned after each use.
- + Before each client, Professionals will clean and disinfect the chair and counters at their stations and in their spa rooms.
- + After the consultation, Professionals will wash their hands with soap and water, apply gloves, and then mix color and/or begin the service.
- + After each client, any tool that was used will be put in our Barbicide solution for disinfecting.
- + Nail Technicians will clean and disinfect their entire workstation after every client, as will Spa Staff.

Though we will do our best to notify everyone, we reserve the right to make changes to these protocols and policies at any time. Monitor our site and social media.