

# ZONA SALONS:

## COVID-19 Policies/Procedures/Expectations:

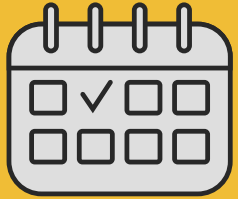


Valued Clients,

In order to comply with new workplace and sector-specific safety mandates, we're requiring the following:



You acknowledge that your request for service is at-will and therefore agree to comply with the newly enacted mandates and requirements for our salons as well as any contact tracing effort required if an incident occurs.



In order to receive services, you must have an appointment. We will not be accepting any walk-ins at this time. We will only allow individuals with an appointment for services to enter the salons. Therefore, we cannot accommodate additional guests or children to accompany you during your scheduled visit.



As we no longer have waiting areas within the salons, you must wait in your vehicle once you have arrived to the salon for your appointment until you are contacted to come in for services.



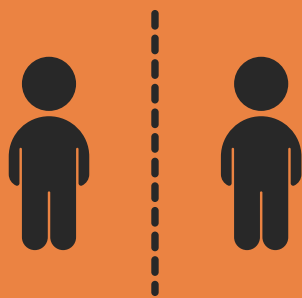
By maintaining your appointment with us, you acknowledge that you are not currently feeling sick or displaying any symptoms of COVID-19; that you have not been in close contact with anyone exhibiting symptoms within the last 14 days; that you are not living with anyone who is sick or quarantined; and that you have no reason to suspect that you could have been exposed to COVID-19 within the last 14 days.



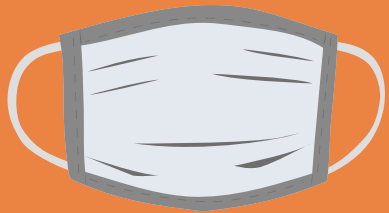
You will not physically embrace anyone during your visit such as hugs, hand shakes, etc.



You are encouraged to limit your discussion with any professional and/or client regarding COVID-19 and relating information such as cases, deaths, treatments, etc. While this is top-of-mind, we do not want to incite any additional fear, confusion, concern, misunderstanding and/or misrepresentations.



You must maintain physical distancing of 6 feet or more with others during your visit whenever possible. We have installed plexiglass partitions throughout the salons and in between stylist stations to create additional protection for everyone.



You will wear a mask within the salons at all times. If you do not have a mask, we may be able to provide you with a disposable mask for a small fee, as long as supplies are available.



As we are no longer providing coffee, tea, water, etc. you may bring a beverage with you to your appointment. You will be responsible for its disposal. You will need to ensure your mask is put back over your nose and mouth if you are not consuming your beverage.



You are not able to bring food into the salons to consume during your appointment. Additionally, we ask that you limit the amount of personal items you bring to your appointment.



You will be required to put a credit card on file to pay for your services to allow for a contactless transaction. In the event of a cancellation without 24 hour notice/a no-show for an appointment/tardiness that results in us being unable to provide you with services, your credit card on file will be charged for the full amount of the services for which you were scheduled to receive.



You may not use any form of cash or check payment during this time. You will be asked to utilize your credit card on file for payment and you will use peer-to-peer payment methods, such as Venmo or Tippy for stylist tipping.



You will not receive any non-hair services such as facial waxing, eyebrow waxing, beard trimming, lash tinting, lash extensions, hand massage rituals, makeup touch-ups and/or applications, etc.



You understand that all requirements, recommendations, mandates, etc. are subject to change without notice due to the ever-evolving nature of the current environment and reopening strategies.