












## Covid-19 Guest Guidelines

Thank you for booking an appointment at Butchers!  
So that we can work as safely and efficiently as possible we have had to make some changes to the ways in which we work for now. Please read the below carefully before your appointment and do get in touch if you have any further questions:

-  **Services by pre booked appointment only**  
We ask you to secure your appointment with a credit or debit card. This will be taken from you at time of booking, whether booking online or over the phone, unless previously given.
-  **Our AVEDA sensory journey and hot towels are currently suspended.**
-  **Please come to your service alone**  
We are usually an open arms community, but unfortunately at this time we are not able to accommodate extra guests, children, or pets.
-  **To help us protect each other you will need to wear a face covering throughout your service.** Our service providers will also be wearing face coverings.
-  **If you, or anyone in your household is unwell, please get in touch as soon as possible to let us know so that we can rearrange your appointment.** We really appreciate at least 48 hours notice where possible.
-  **Please arrive on time for your service**  
In order to keep things running safely and smoothly we are unlikely to be able to accommodate late arrivals. If you arrive early we may require you to wait outside for a short time before we can sit you down to begin your appointment.
-  **We are accepting card & contact-less payments only.**
-  **Travel light**  
Although we will have a designated space for your personal belongings. We won't have space for bicycles, scooters, or extra baggage.
-  **We kindly ask that all guests do their best to observe social distancing measures whilst in the salon.**

All these new procedures and protocols have put our small independent business, like many other local businesses, in a difficult position. We have been absorbing the cost of PPE since July but in order to be able to remain open and comply with all the new measures we will have to introduce a **small fee of £5 from 12.04.2021** per appointment to help keep us all safe during this time.