



JOY hair studio RESTART PLAN

What a great way to celebrate our 7th Birthday! We will be reopening June 1st!!!

We are so incredibly excited to see you and cannot stress enough how happy we are to get back to work. Thank you for being so patient with us, we will require your continued patience as we resume (not so normal) operations. Life, as we know it, has changed and it will take some time before things settle down. As we navigate through these unprecedented times, it is clear to us that business will not resume as usual.

Our apologies in advance for how militant these new protocols sound. These regulations have been provided to us by Work Safe BC and the Health Authorities, are necessary for the safety of our clients and staff and must be strictly adhered to.

In keeping with the new salon safety guidelines, we will only be able to accommodate about 50% of the number of clients we used to see in a day/week. As we have shared before, we will be rescheduling our clients the way we believe is most fair and efficient. We will first reach out to those who had a previously scheduled appointment (that was canceled as a result of the mandatory closure). We will then call our clients who have added themselves to our wait lists. We will reopen our online booking system on May 31st.

If you arrive and your stylist is running behind, please remember that we have not seen our clients for 9+ weeks and will have lots of extra work to do! We have done our best to stretch out appointment times to accommodate for this (and extra cleaning). We are also not used to working in PPE so we are expecting to get uncomfortable, hot and need more breaks than usual. Please do not book a hair appointment on a day in which you may be on a strict timeline.

SAFETY

· If you or anyone in your household has experienced any signs or symptoms of COVID-19 including coughing, shortness of breath, sore throat, or have had any fevers, body aches, or chills, PLEASE be honest, transparent and RESCHEDULE your appointment. We are not paranoid, but do not wish to risk endangering any of our other clients or our families! There will be NO penalty for rescheduling your appointment if you are sick. Please do give us as much notice as possible. We ask that you be considerate of the fact that we now have less availability and a large wait list, If you NO SHOW for an appointment (without notice), you will be expected to pay for your service in full or we will not reschedule you.

We suggest you do not arrive more than 5 minutes prior to your scheduled appointment time. When you arrive, please take a seat on the chairs provided outside of the salon. We will come and meet you when we are ready for your appointment. We are required to thoroughly disinfect our entire work space between each client, as governed by the new regulations, as well as limit the salon capacity to maintain physical distancing. Unless you are accompanying a minor who is also having a hair appointment, please come alone.

- We will do our very best to be on time, please do your best to be on time too. If you are late, it puts us behind for our next client and we are already going to be very stretched for time with all the grown out hair/roots and stringent cleaning protocols.
- We cannot perform lash tinting at this time.
- We have had to reduce all touch points so we will not have candies or magazines. Feel free to bring your own reading materials!
- We are not permitted to offer beverages at this time, you may bring your own provided your cup has a lid. We will have bottled water.
- Food may only be eaten in the waiting area (while colours are processing), not at the stylist stations.
- We can not help you with your coat, which is going to feel strange and impolite. We cannot shake hands or hug. Please know we are not wanting to be as rude as we may seem. We can air hug though!
- A mask is REQUIRED. Please bring your own, clean mask. If you are having a colour, please keep in mind that colour will get on your mask.
- Upon entry into the salon, clients will be expected to wash their hands or use the hand sanitizer provided.
- NO WALK INS (all appointments must be pre booked by calling us at 604-990-0123 or booking online www.joyhairstudio.com)
- Please bring a earbuds if you foresee speaking on the phone, we will be wearing masks and it will be hard to hear (during consultations). Therefore, we need to keep the noise in the salon to a minimum.
- We will not be able to talk with you as much as we like to. Our masks will get damp and we must avoid “talking moistly”.

PRICES

The Salon prices have been slightly increased due to our unexpected loss of daily volume, cost of cleaning supplies, disposable capes, PPE, proper PPE disposal and/or extra color required to touch-up extended regrowth. This will be the case in all salons, as we have been consulting with many other professional stylists in the community.

Note: Please let us know if you have been coloring your hair at home, as we may need additional time to safely correct your hair! Color correction may be charged at a higher rate, if it requires additional time and/or product.

OUR COMMITMENT TO YOU

Our salon team is dedicated to yours (and ours) health and safety. We are trained in the correct sanitation and disinfection protocols mandated by Health Canada. We are certified in the safe use of Barbicide and PreEmpt (Accelerated Hydrogen Peroxide) and are also a Beauty Safe Salon.

*The **BeautySafe Certification** was developed with the assistance of Cosmetology & Health Professionals from across Canada, including:*

- *BC Centre of Disease Control*
 - *Cosmetology Association of Nova Scotia*
 - *Fraser Health*
 - *Ministry of Health (PSE Guidelines)*
 - *Vancouver Coastal Health Authority*
 - *WorkSafe BC*
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- If any of our team members are sick or displaying any symptoms of COVID 19 they will not come into work and will reschedule their appointments.
 - We have 3 hand sanitizer stations in the salon.
 - While we do have tap payment for debit and credit, we will be disinfecting our Clover POS machine after each use.
 - We will have a maximum 6 people at one time (including 2 stylists) in our 600

sq ft salon.

- Our stylist chairs will be 2m apart.
- We have installed a vinyl screen in between wash basins.
- Our stylists will be wearing the latest in fashion donning masks, face shields, protective eye wear and disposable aprons.
- Gloves will be worn when shampooing the hair. Gloves will be disposed of after each use.
- All tools and hard surfaces will be disinfected between clients.
- We will be using disposable or a new, freshly laundered cape for each client.
- As always, new freshly laundered towels will be used for each client.

We realize this does not sound like the salon experience you are used to, but rest assured we will do our best to provide you with the best service possible. Thank you for your continued support and we look forward to seeing you!

Tara, Savannah and the team at JOY



GET YOUR TICKETS NOW! DRAW WILL BE HELD ON JUNE 1ST.

To show our appreciation for all the support we have received during this time, we will be donating 50% of the proceeds from this raffle to The Harvest Project and Sage House.

WIN **FREE** HAIRCUTS FOR A **YEAR!**

1st Place: 8 FREE haircuts

2nd Place: 2 FREE haircuts

3rd Place: A home hair care gift basket valued at \$50

To Enter:

\$50 per ticket via e transfer to info@joyhairstudio.com

Please include your contact information in the transfer memo.

Winning Tickets will be drawn on June 1st!



Hair Services

- Haircut Services
- Colouring Services
- Hairstyling Services
- Blowout Services
- Conditioning Treatments
- Lash & Brow Tinting

BOOK NOW

JOY Hair Studio

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T (604) 990-0123 | [Map and Directions](#)



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