



Client Protocol and Consent Form

Name _____

Date _____

Stylist _____

We want to thank our guests for their patience and understanding while navigating this pandemic. Our response to COVID-19 has been to implement new, specific policies to protect our clients and staff, and to contribute to the reduction of community spread COVID-19. Smoke + Mirrors has always maintained the highest standard of cleanliness and sanitation and we continued that commitment with ALL staff having completed the BARBICIDE® COVID-19 Certification to be up to date with the specific sanitization procedures as they apply to dealing with COVID-19 transmission in hair salons.

The following information is provided to help you prepare for upcoming appointments at Smoke + Mirrors during this stage of the COVID-19 pandemic.

Prior to your appointment you will be required to sign a waiver – (“COVID-19 Client Protocol and Consent Form”) - indicating you understand the risks of having hair services during a global pandemic.

This waiver must be completed and returned at least 48 hours prior to your appointment- otherwise, we reserve the right to cancel and/or reschedule your service. **Arriving at your appointment while exhibiting symptoms and ignoring our guidelines will lead to refusal of service and will require partial payment of the scheduled appointment.**

*****The parking lot on the side of the building DOES NOT belong to Smoke + Mirrors - towing may be enforced by the owner of the lot. *****

Masks are now **OPTIONAL** to both staff and guests as of April 5, 2022. Disposable masks will still be available for guests upon request. If you would like to request that your stylist wear a mask during your service, please let our front desk know when making your appointment. It continues to be our goal to provide a safe and comfortable experience for all our guests.

Hand Washing and Sanitizing: There are sanitizing stations located throughout the salon as well as a bathroom available to guests.

Food/Beverages: You may bring one beverage to your appointment. We will NOT be providing any beverages or beverage refills.

Payment: We will be processing payments as “contactless” as possible and are accepting cash. You will be asked to keep a card number on file to hold your appointment time/date. It will not be charged unless violation of the cancellation policy has not been abided by. Tips can be added to the card payment or Venmo directly to their stylist. If you would prefer to tip via Venmo, the front desk can give you the stylist or shampoo assistant’s code.

Cancellations: We require **48 hours’** notice for all cancellations or rescheduling. *Appointments cancelled less than 48 hours prior to scheduled service will be subject to a fee of 50% of total estimated cost of service found in confirmation email.*

Green Circles Fee: The PPE fee that was previously added to every appointment will now be a “Green Circles Salon Fee.” The green circles recycling program has now partnered with our booking system, which you will see itemized in your receipt. Green Circles diverts salon and spa waste from landfills and waterways. This fee helps repurpose and recover up to 95% of the resources that were once considered waste; materials such as hair, leftover hair color, foils, color tubes, aerosol cans, plastics and PPE waste. We thank you for joining us in the fight to reduce our impact on the planet!

I knowingly and willingly consent to having hair and salon service(s) during the COVID-19 pandemic.

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I understand and agree to the cancellation policy set into place by Smoke+Mirrors.

By checking this box, I understand and accept this statement.

To prevent the spread of contagious viruses and to help protect each other, I understand that I will have to read and follow the salon's guidelines.

By checking this box, I understand and accept this statement.

I understand that due to the frequency of visits of other clients, the characteristics of the virus, and the characteristics of hair services, that I have elevated the risk of contracting the virus by merely being in the salon.

By checking this line, I understand and accept this statement.

I understand the COVID-19 virus has a long incubation period during which carriers of the virus may not show symptoms and still be highly contagious. If I begin to show symptoms of COVID-19 (listed below) within the next two weeks, test positive for COVID-19, or was notified about coming in contact with someone who has tested positive for COVID-19 prior to the scheduled appointment, I will contact the salon immediately.

By checking this line, I understand and accept this statement.

I agree not to come to the salon with the following symptoms of COVID-19 listed below:

- Temperature above 99 degrees
- Shortness of breath
- Loss of sense of taste or smell
- Cough
- Congestion or Runny nose
- Sore throat
- Nausea or Vomiting
- Diarrhea

Arriving at your appointment while exhibiting symptoms and ignoring our guidelines will lead to refusal of service and will require partial payment of scheduled appointment.

I have read and completed this questionnaire truthfully and understand its contents. By signing, I agree that this constitutes full disclosure and that it supersedes any previous verbal or written disclosures. I understand that this document is to provide the best and safest experience when visiting Smoke + Mirrors.

Signature _____ Date _____