

Salon Eleven House Rules

Please read throughly before your appointment.

We are so excited to see you!

- If you are ill or recently been in contact with someone who is ill, you will not be permitted to enter the salon. We ask you reschedule your appointment for 14 days after contact. If you are unwell when you arrive at the salon, your appointment will be postponed.
- If you have traveled outside of Canada you must wait 14 days before coming to your appointment.
- You will be required to fill out and sign a Health Questionnaire before your appointment begins to ensure everyones safety.
- A behind the ear mask must be worn for the duration of your appointment. Please understand that the mask could become stained during a colour appointment. If you arrive to the salon without a mask, one will be provided to you for a small fee (\$3).
- Please sanitize your hands immediately when entering the salon. S11 has a dedicated sanitizing station at our entrance for you convenience. Also, follow the arrows on the floor to help guide you through the salon.
- We will not have a waiting area at this time. Once you have arrived to the parking lot, please call the salon to let us know that you are here. We will let you know when we will be ready for you to come in.
- At this time we are limiting the amount of people allowed in the salon. Please come alone and don't bring any guests to your appointment. One parent or guardian may accompany a child.
- We will not be serving drinks or have access to magazines. If you wish to bring your own drink, a metal or silicone straw is helpful to use while wearing a mask. You will also be required to take any garbage home with you.

- We will not be adding a COVID- 19 fee to your bill. However, please understand that there may be an additional colour charge due to extended re-growth. Salon Eleven has implemented Salon Scale into our salon which is a way to price your colour to the penny. This system allows for more accurate colour charges and you are charged for exactly what is used in your hair. Prices have been increased slightly
- We are temporarily not accepting cash. Only debit and credit at this time (tips included). Our machine does have tap for contactless payment.
- We ask that everyone keeps a safe distance when possible. Sadly, no hugs or handshakes at this time.
- Please do not arrive early for your appointment as the front door will be locked. Also, if for any reason you are up to 15 minutes late we will have to reschedule due to appointment timing and capacity limits.
- If for any reason an appointment is missed or you no show, your name will go to the bottom of the list. As we are trying to fill our space to the best we can during this time.
- Please understand that your appointment may take an extra 15 to 30 minutes due to sanitization guidelines and extra services needed. Please be sure to allow for the extra time.
- Please discuss any at home care you may have done with your stylists. Be honest, S11 is a judgment free zone! Being honest will help get you to your hair goals safer & quicker.
- Due to timing and government guidelines, please understand that we may not be able to blow dry and/ or style your hair at this time.
- To maximize safety and minimize contact we now have a touch-less retail section. Please let us know any products that you need and we will prepare them for you.
- Unfortunately, we are not accepting walk- ins for service or retail. Please call to schedule an appointment or retail pick up.

If you have any concerns or questions, please contact us before your appointment.

Let's get back to beauty - safely!

 Jen & the S11 Team