

# AVEDA

**We care about you**

**Welcoming you back, with extra care.**

**A guide to what you can expect for your visit to the  
Aveda Lifestyle Salon & Spa, Covent Garden.**



## Before you arrive

We are looking forward to welcoming you back into our salon.

If you have or have had (or anyone you care for or live with has or has had) within the past 14 days any symptom of COVID-19 (e.g. a high temperature, a new continuous cough or loss of, or change in, normal sense of taste or smell) please contact us on 020 7759 7355 to re-arrange your visit.

As a courtesy to our service providers, we kindly ask that you provide 24 hours' notice for any amendments or cancellations to your bookings.

As styling stations have been modified and moved within the salon, your stylist might now be situated on a different floor which would require you to use the spiral staircase in the salon, **please let us know if you have any accessibility concerns ahead of your visit.**

**Prepare for your salon visit** by watching a tour of the salon with our Advance Creative Director, Michael Lendon, with new physical distancing protocols in place.



## On arrival

When you arrive, you may notice some differences during your visit.

Please arrive at your appointment time and no earlier as there is **no waiting area** available in the salon.

Please **come to your appointment on your own** where possible, no extra guests, children or animals please. Just you!

Please **limit personal belongings** and just bring your essentials – your phone and forms of payment.

You will be greeted on arrival by a member of our team who will guide you to our **sanitisation station** for you to make use of our **hand sanitiser** and collect your **freshly laundered gown**. **Masks** will be provided for your convenience.

You will also be provided with a **holding bag for personal belongings** and your coat which you will keep with you during your visit as our cloakroom is not in use at this time.

**No need to visit our reception desk**, our team member will take your name while guiding you to the sanitisation station and then check you in.

**We're limiting the number of people within the building** to ensure we are following physical distancing measures.

We will not be offering beverages at this time. Le Pain Quotidien is currently closed.

We're asking you to observe a **one-way system** throughout the salon. Watch our salon tour with Michael Lendon, Advance Creative Director, as he walks you through the building using this new one-way system.

## During your visit

We're taking extra care during your appointment.

All of our staff are required to wear **masks** and stylists will also be wearing **visors**. We require that you also wear a mask during your appointment which you will be provided with on arrival.

We have temporarily removed magazines from the salon.

Your stylist/courist may be working at a different styling station or on a different floor of the salon at this time, we will direct you on arrival.

So that we can adhere to physical distancing guidelines we have added **protective screens, signage and floor markings throughout the salon**.

We will be following an **enhanced cleaning routine** and sanitising all tools, chairs and styling products between use.

We have **suspended our Aveda rituals** of renewal and in-chair massage until further notice.

Temporarily, we will be **reducing blow-drying time** in the salon to prevent the forceful airflow of germs. This just means that we might use heat styling tools a little more than usual. You'll still leave with beautiful, styled hair!

We are limiting **backwash services** by offering express shampoos with a temporary suspension on our scalp massage.

We are currently not offering any Spa or Beauty services at this time.

## Thank you & goodbye

We will not be hugging at this time (but look forward to when we can!).

Checkout will be available on both floors of the salon, with protective screens.

For now, we will be **cashless**. Where possible please use contactless or Apple, Samsung or Google Pay.

**To book your next appointment**, please **book online** at [aveda.co.uk/flagship-salon](https://aveda.co.uk/flagship-salon) or call us on 020 7759 7355.

Please use our **dedicated exit** by Le Pain Quotidien when leaving the salon, you will also find a disposal point for your gown and mask as well as a further sanitisation station.

**Thank you for your on-going support and being part of our Aveda Lifestyle Salon and Spa community.**

