

## Customer Notice

The health and well being of our customers and team members have always been of great importance to us at Gentleman Jacks

However, now with having the Covid19 outbreak, we are doubling our efforts to keep you safe and doing our part to prevent the spreading of the virus.

We would like to assure our customers that we are taking all the precautions and measurements to keep our Barbershop in excellent hygiene conditions throughout the day:

- ❖ In case of any of our team members feeling unwell, we shall be sending them home
- ❖ Deep cleaning of every workstation after each client
- ❖ Your barber will be wearing a face shield at all times during your service
- ❖ Sterilization of the barber's equipment, using very strong sanitizer
- ❖ Sanitizing all door handles and other common touch points
- ❖ One use disposable gowns will be used on every client
- ❖ As we have always practised, towels will be one use per client
- ❖ We will still be offering beard sculpting but we will not be able to offer any cutthroat shaving services

Unfortunately following government guidelines we will be unable to provide drinks or reading material

### What we kindly ask of our clients:

- ❖ If you are experiencing symptoms, please let us know and cancel your appointment
- ❖ Be on time for appointments
- ❖ Bring a facemask (if you do not have one, we can provide one for you)
- ❖ Arrive to your appointment alone
- ❖ Avoid bringing any food or drinks

- ❖ Use hand sanitizer provided on entering and leaving the premises
- ❖ When paying for your service please stand on the marked area
- ❖ Preferred payment method is contactless
- ❖ If you arrive early for your appointment or your barber is not ready for you, then please wait in your car or outside until we call you in.
- ❖ Minimise your movements around the salon
- ❖ Avoid using our toilet facilities
- ❖ Avoid bringing coats, bags and any items that will need to be put down

In this unprecedented crisis, we as a business, have had to consider the implication of preventive measures and the financial impact this will undoubtedly have on our business.

We fully understand and appreciate the financial impact this crisis has had on every household during this lockdown period

However, for us to open our doors and begin trading once more, we have to invest in these measures and adhere to Government guidelines and make our working environment safe for you and ourselves

With that in mind, we have no choice but to implement a price increase, we will keep this as minimal as we can.

We will assess your requirements on consultation and provide you with a price.

We will also have to suspend our loyalty card scheme together with any discounts we have previously offered for the time being, aiming to reinstate them as soon as we can.

We hope you will understand and work with us in  
these uncertain times

Zebi & Julie

