



May 29, 2020

Our communities have been through a lot over the last few months, and all of us are looking forward to resuming our New Normal habits and routines. While many things have changed, one thing has remained the same: Symmetry's commitment to your health and safety.

Symmetry Salon Studios® is a collection of premier, independent salon and spa professionals each operating from independent studios who are able to provide a private one-on-one experience. Starting June 1, each Symmetry site is restricted to 50% capacity per the Governor's Executive Order. To allow for as many stylists to work as possible we are prohibiting guests from bringing additional people to their appointment (please come solo). Also, please bring minimal personal items with you such as tote bags, etc.

Symmetry Salon Studios® proudly introduces our robust **Safe & Clean Protocols®** designed to keep you and your salon and spa professional healthy and protected. Our goal is to offer the highest quality experience resulting in a confident and secure Symmetry visit.

Our protocol starts by using Centers for Disease Control and Prevention (CDC), Occupational Safety and Health Administration (OSHA) and government COVID-19 guidelines and then we add internally enhanced protocols. Each salon and spa professional must be trained and certified in our **Safe & Clean Protocols®** prior to offering any services. And our expertly trained front desk staff will guide you through our enhanced protocols to enter the salon. At Symmetry, doing the minimum is never acceptable.

- Before entering Symmetry, please call or text your beauty professional so they may meet you at the front door. You will not be permitted to enter without them being present (recommend waiting in your car). Once inside Symmetry, you will be asked to complete a COVID-19 questionnaire. We will postpone appointments for any guest who has experienced or been in contact with someone who has experienced the following

symptoms within 14 days of the appointment date: fever, cough, loss of taste and/or smell, flu-like symptoms, difficulty breathing or shortness of breath, and fatigue.

- Every person entering the salon is required to wear a face covering during their entire visit and will be asked to sanitize their hands immediately upon entry. We will confirm no fever with a contactless thermometer upon your arrival. We will be scheduling appointments in a manner that allows for adequate time for us to disinfect all areas of use in between appointments.
- Each private studio in Symmetry has its own dedicated exhaust system, ensuring clean and frequently circulated air. Our front desk staff and your beauty professional will be wearing all of the recommended personal protective equipment (PPE).
- Symmetry has temporarily closed our common waiting room and beverage bar. Lastly, our staff is trained to thoroughly and regularly clean all handles, surfaces, bathrooms and entrance areas.

We ask that you please be patient and understand that we will do our best to accommodate your scheduling needs. Thank you for being part of our family. We value your trust and loyalty and look forward to supporting a thriving community.

Please call our Front Desk with any questions: 301-228-0130.