

As we all start to return to the salon and adjust to the new normal we ask that you understand this is all new to us too, so we ask that you are patient with us and understand that we will do all we can to accommodate you all but please follow the salons guidelines to keep us all virus free and healthy.

We know this is a big adjustment for you as it is for us and we hope that by working together and following the guidelines things can start returning to normal.

We also understand that it is frustrating to have to wear the masks but it is to protect you, us, our families and continue to save lives, so without one we cannot see you.

In addition we have to be fair in our bookings as we had clients already booked in before lockdown those appointments will be our priority and we understand that you are all desperate for that colour, cut, lashes or tattoos but as we will be working so differently we just can't squeeze you in like we used to but we will do everything we can to get you in and say bye bye roots and sayonara split ends!

Much love

Clare and the team

@ NV , Pinhoe Road, Exeter

*** All online bookings are disabled at this time so please contact your stylist direct to arrange an appointment, if you haven't got your stylists/therapist contact details then please message our pages on Instagram and Facebook, message through the app or email us and we will contact you, all links are on the website.**

*** We will not be offering walk in appointments**

*** Please arrive on time for your appointment, as we have no waiting area available at this time**

*** We ask if we have multiple arrivals, that you wait outside, if there is someone in the reception area and your stylist/therapist will be waiting to meet you**

*** All staff and clients will be required to wear a mask so please ensure you bring one to your appointment**

*** Please come alone to your appointment as we have no waiting area and will be working one to one.**

*** Unfortunately we cannot offer children's cuts at this time unless they are able to be alone due to social distancing measures**

*** We will require you to wash your hands before your appointment, hands free sanitizer is available to use also**

*** We are not offering refreshments at this time so please bring a flask or water with you**

*** We will not be offering magazines so please bring your own tablet or phone to use Free Wi-Fi is still available**

*** If you or anyone in your household is showing symptoms or is feeling unwell please advise us and rearrange your appointment.**

*** For colour appointments your first appointment will be £5-10 more due to the extra colour we will need to apply, in addition if you have applied a box colour at home we will need to do a new patch test for you before the appointment so please arrange this with your stylist**

*** Card payments only please**

we accept Apple Pay, Google Pay, VISA, MasterCard, PayPal or bacs transfer