



American Paolina Inc, 367 Madison Avenue, New York, NY 10017
Vanderbilt & 45th Street, LTD – 367 Madison Avenue, New York, NY 10017
Lex & 68th Street, LTD - 925 Lexington Ave, New York, NY 10065

COVID-19 Updates, Protocols & Waiver

Dearest clients,

First and foremost, we thank you for your patience during this challenging time. We are happy to announce that the wait is soon over: Our reopening date is June 22nd, 2020. We are so impatient to see you again!

Despite the restrictions and the social distancing imposed, at Jean-Claude Biguine, we are still committed to offer you a first class safe experience. The health, safety & well-being of our guests, staff and community are most important to us. We have researched many COVID related safety regulations and consulted many websites including OSHA, CDC, Federal, NY State and New York City as well as several beauty Industry Associations to come up with a safety protocol that follow their posted guidelines. We believe that the safest way to behave in a salon setting is to protect everyone, including ourselves and staying aware that this contagious virus is still present in NYC.

The following list will outline those protocols as well as inform you of what to expect upon returning to our salons.

Appointments, cancellation and no-show policy:

- Appointments by calling the front desk are mandatory. You may not make an appointment directly with your stylist, as it will NOT be honored.
- We may ask you for a 50% deposit for services that require several hours.
- You will have to confirm your appointment 24hrs before. If you do not, you will lose your appointment and your deposit, if applicable.
- If you need to cancel because of illness, please let us know as soon as possible so we can accommodate guests on our waiting list. You will not be charged but we will wait 14 days to re-book you.
- As we are limited in the number of clients we can have at once, we are asking you to be on time, if you are more than 15mn late, we may forfeit your styling service but still charge you for for it.

Your salon visit - The “ new normal”:

- “ Check in” at the front desk is absolutely mandatory.
- Hand sanitizing gel will be available at the front desk and should be used upon entry.
- Masks must be worn at all times in the salon. You may not remove it during your visit.
- Only customers receiving a service will be allowed in the salon.
- Clients are to stay seated at the styling station unless otherwise instructed by staff.
- Clients will have to wear a salon provided cape-like plastic covering over their body, instead of a robe.
- Guests will be six (6) feet apart.
- Our staff will maintain six (6) feet of distance between themselves and you, the client, as much as possible in our salon setting.
- Masks and face shields will be worn by all staff.
- Stylists will also wear a disposable plastic apron and disposable gloves, replaced for each clients.
- Each area (station, mirror, chair) & all tools and equipment will be disinfected and/or sanitized with OSHA tested products between each client.
- All stylists and assistants are now certified on Sanitation protocols via Barbicide ™.

- Retail products and professional styling products can only be handled by staff.
- Coat room/closets will not longer be available to avoid cross contamination. Clients will place their belonging in a provided plastic bag, and keep it with them.
- Complementary services such as beverage, magazine, scalp and hand massage, as well as loyalty cards have been temporarily suspended.
- The use of rollers will be temporarily suspended.
- At Check out, we encourage you to use your own pen to sign your credit card receipt.
- Tips are only in cash, please bring change, or use Venmo or Zelle directly with your stylists.

Services:

Please understand that due to the many weeks without service, we may need to use more color than usual for your color touch-up or your highlights. We will therefore charge an extra \$20-25 for each extra dose.

- For the first few weeks, we will only perform the services you have booked for that specific day and time. If you need extra services, we will be happy to schedule you another day (unless we have time to do them, of course).

Waiver:

- Prior to your service, you must sign the waiver here attached and return it to us on your visit or by email at sophie.guattari@biguine.us.

ASSUMPTION OF THE RISK, WAIVER OF LIABILITY AND INDEMNIFICATION RELATING TO CORONAVIRUS/COVID-19

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact. As a result, federal, state, and local governments and federal and state health agencies recommend social distancing and have, in many locations, prohibited the congregation of groups of people.

As detailed above Jean-Claude Biguine’s management, is doing everything they can to protect you, our client, our staff and our community. Measures will include: 6 ft distancing, all tools, stations and equipment will be sanitized and/or disinfected between each client. Disposable plastic cape like coverings will be given to each client. Wearing a mask will be mandatory upon entry in the salon for all guests. All staff will be wearing protective covering on their faces and bodies. Staff will follow proper hand washing protocols often and between each client. We will temporarily suspend all complimentary services (magazines, beverages, scalp or hand massage).

Please read the following waiver, fill in the form below and sign to agree to the terms of the waiver.

1. I agree that I am personally responsible for my safety and actions while using the Jean-Claude Biguine salons “JCB” at either 367 Madison Avenue, NY NY 10017 or 925 Lexington Ave, NY NY 10065, whether only visiting or receiving the offered services (Haircut, hair coloring or bleaching, hair texture modification, treatments, hair drying and styling, nail services, facial services and hair removal: the “Services”). I agree to comply with all JCB policies and rules, including but not limited to all JCB policies, guidelines, signage, and instructions. I recognize that I am at higher risk of contracting COVID-19. Failure to comply with these written instructions or verbal instructions from staff may result in your removal from the premises.

2. With full awareness and appreciation of the risks involved, I agree to indemnify, defend, and hold harmless the Released Parties from and against any and all costs, expenses, damages, claims, lawsuits, judgments, losses, and/or liabilities (including attorney fees) arising either directly or indirectly from or related to any and all claims made by or against any of the Released Parties due to bodily injury, death, loss of use, monetary loss, or any other injury from or related to my visit to the JCB salons, the services I received and the use of tools, equipment, or materials for the services I received, whether caused by the negligence of the Released Parties or otherwise specifically related to COVID-19 and whether a COVID-19 infection occurs before, during, or after visiting a JCB salons located at either 367 Madison Avenue, NY NY 10017 or 925 Lexington Ave, NY NY 10065

3. By signing below I acknowledge and represent that I have read the foregoing Waiver of Liability, understand it and sign it voluntarily as my own free act and deed, including without limitation the Release of Liability and Indemnification requirements contained in this document; I am sufficiently informed about the risks involved in visiting and receiving services at the JCB salons to decide whether to sign this document; no oral representations, statements, or inducements, apart from the foregoing written agreement, have been made; I am at least eighteen (18) years of age and fully competent; and I execute this document for full, adequate, and complete consideration fully intending to be bound by the same. I agree that this Wavier of Liability shall be governed by and construed in accordance with New York law, and that if any of the provisions hereof are found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the Wavier of Liability as a whole. This waiver starts on our date of re-opening (6/22/2020) and will remains in effect until the State of New York lifts all COVID-19 related mandates.

Client Signature:

Date: _____

Client Full Name (in capitals): _____

If incapacitated or under 18yrs of age,

Client's Legal Guardian Signature:

Date: _____

Client's Legal Guardian Full Name (in capitals): _____