

## **POLICIES & PROCEDURES MANUAL (EXAMPLE ONLY)**

### **SALON**

#### **1. Introduction**

##### **1.1 Purpose**

This manual outlines the policies and procedures necessary for the smooth operation of our beauty and skin therapy salon. It ensures consistency, compliance with industry standards, and high-quality service delivery to clients.

##### **1.2 Scope**

These policies apply to all employees, contractors, and service providers working within the salon.

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#### **2. Salon Operations**

##### **2.1 Hours of Operation**

Our salon operates as follows:

- Monday – Friday: 9:00 AM – 7:00 PM
- Saturday: 10:00 AM – 5:00 PM
- Sunday: Closed

##### **2.2 Appointment Booking & Cancellation Policy**

- Clients can book appointments via phone, online, or in person.
- A deposit may be required for certain treatments.
- Cancellations must be made at least 24 hours in advance to avoid a cancellation fee.

##### **2.3 Client Confidentiality**

All client information, including consultation forms and treatment records, is kept confidential in accordance with privacy laws.

##### **2.4 Payment & Refund Policy**

- Payment is required at the time of service. We accept cash, credit cards, and digital payments.
  - Refunds are not provided for completed services but may be considered for retail products if returned within 14 days, unopened, and in original condition.
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### **3. Health & Safety**

#### **3.1 Hygiene & Sanitation**

- All tools and equipment must be cleaned and sterilised after each use.
- Staff must wash hands before and after treatments.
- Workstations must be disinfected between clients.

#### **3.2 Workplace Safety**

- Employees must wear appropriate PPE (gloves, masks, etc.) where necessary.
- Any spills must be cleaned immediately to prevent slips and falls.
- Fire exits must be kept clear at all times.

#### **3.3 Contraindications & Patch Testing**

- Clients with certain medical conditions may require medical clearance before treatments.
  - Patch testing is mandatory for treatments involving chemical products or pigments (e.g., chemical peels, BB Glow, tinting).
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### **4. Employee Policies**

#### **4.1 Code of Conduct**

- Employees must maintain professionalism, respect, and confidentiality at all times.
- No discrimination or harassment will be tolerated.

#### **4.2 Dress Code**

- Employees must wear salon-approved uniforms and maintain a neat appearance.
- Hair should be tied back during treatments, and nails should be clean and short.

#### **4.3 Training & Continuous Education**

- Employees must stay updated with industry trends and complete required training.
- Certifications must be kept up to date for advanced treatments.

#### **4.4 Performance & Disciplinary Action**

- Employees will receive periodic performance reviews.
  - Violations of salon policies may result in verbal warnings, written warnings, or termination.
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## **5. Treatment Guidelines**

### **5.1 Consultation & Consent Forms**

- Clients must complete a consultation form before their first treatment.
- Consent forms must be signed for treatments involving advanced procedures.

### **5.2 Treatment Room Setup & Clean-Up**

- Ensure all equipment is prepped before each appointment.
- Clean and reset the room after each treatment, disposing of used materials properly.

### **5.3 Aftercare Guidelines**

- Clients must receive written aftercare instructions after treatments.
  - Follow-ups may be required for certain treatments (e.g., microneedling, BB Glow).
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## **6. Customer Service & Client Experience**

### **6.1 Client Satisfaction & Complaints**

- Clients should be encouraged to provide feedback.
- Complaints must be documented and addressed professionally within 48 hours.

### **6.2 Loyalty & Referral Programs**

- Clients may participate in loyalty programs for discounts or free treatments after a certain number of visits.
- Referral programs offer discounts for clients who refer new customers.

### **6.3 Social Media & Marketing**

- Employees must seek client consent before posting treatment results online.
  - Marketing content must align with salon branding and professionalism.
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## **7. Insurance & Liability**

### **7.1 Professional Indemnity Insurance**

Covers claims related to professional advice, errors, or negligence during treatments.

### **7.2 Public Liability Insurance**

Protects against claims for injury or property damage occurring on the premises.

### **7.3 Product Liability Insurance**

Covers claims related to products used or sold within the salon.

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## **8. Emergency Procedures**

### **8.1 First Aid & Medical Emergencies**

- A first aid kit must be accessible at all times.
- In case of a medical emergency, call emergency services immediately.

### **8.2 Fire Safety**

- Fire extinguishers must be regularly maintained.
- Employees must be aware of fire exits and emergency evacuation procedures.

### **8.3 Incident Reporting**

- Any injuries or accidents must be reported and documented immediately.
  - Incident reports must be submitted to management within 24 hours.
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## **9. Review & Updates**

### **9.1 Policy Review**

- This manual will be reviewed annually to ensure compliance with industry standards.
  - Employees will be notified of any policy changes.
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## **Acknowledgment**

I have read and understand the policies and procedures outlined in this manual. I agree to comply with the guidelines set forth to ensure a professional and safe work environment.

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_