

A woman with long brown hair, wearing a white hair salon uniform, is smiling and holding a white rectangular sign with a chain. The sign reads "COME IN WE'RE OPEN". The background is a blurred outdoor scene with trees and buildings.

**BACK TO
BUSINESS
WITH THE
NHBF**

Reopening guide for hair and beauty salons and barbershops



Supporting the hair, beauty
and barbering industries

If
government
guidelines
change, we will
update this
guide.

Contents

This guide is based on government guidelines and includes our recommendations for how these guidelines can be put in place in hair and beauty salons and barbershops.

Click the links below



BEFORE REOPENING

<u>Contact your staff</u>	3
<u>Contact your chair, space or room renters</u>	4
<u>Decide which services and treatments you will offer</u>	4
<u>Contact your clients</u>	4
<u>Carry out a risk assessment</u>	5
<u>Order cleaning and hygiene supplies</u>	5
<u>Check your premises</u>	6
<u>Put up notices</u>	7
<u>Remove items that clients handle</u>	7
<u>Organise a cleaning routine for when you are open</u>	7
<u>Decide how you will manage demand when you reopen</u>	8



HEALTH & SAFETY WHEN YOU REOPEN

<u>How is the virus passed on?</u>	9
<u>How to clean</u>	9
<u>Check if cleaning products affect your staff</u>	10
<u>Getting rid of waste</u>	10
<u>Laundry procedures</u>	11
<u>Protecting yourself and others</u>	11
<ul style="list-style-type: none"> <u>Basic hygiene</u> <u>Handling tips</u> <u>Social distancing</u> <u>PPE (personal protective equipment)</u> 	12 13 13 15



HOME APPOINTMENTS



TAKING FINANCIAL CONTROL

<u>CHAIR, SPACE AND ROOM RENTERS</u>	18
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<u>EMPLOYEE ISSUES AND EMPLOYMENT LAW</u>	19
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<u>BACK TO BUSINESS RESOURCES</u>	19
---	----



Before reopening

CONTACT YOUR STAFF

As soon as you have a reopening date you will need to let your employees know. Tell them:

- Your reopening date.
- If their first day back will be on a different date (for example, if they work part-time or you are introducing new rotas. NHBF Members can download our 'back to business employment law guide'. (Coming soon)
- To avoid public transport to and from work if possible.
- The plans you have in place to protect them and your clients. ([See more on what you should be doing when you reopen.](#))
- What they must do to protect themselves, each other and clients in the workplace.
- What will be happening about their wages and coming off furlough.
- To let you know if they have any questions, worries or concerns about coming back to work.

Don't forget to keep all your staff informed including, for example, those on maternity or other types of leave.

Make sure everyone's contact numbers and emergency contact details are up to date.

NHBF Members can download a free staff letter template about reopening. (Coming soon)

Make sure your team members will be able to explain safety measures to clients and answer any questions they may have.

Employees have a legal responsibility to their employer and to each other to follow instructions about safe working practices.



CONTACT YOUR CHAIR, SPACE OR ROOM RENTERS

Let your renters know when you will be reopening. [Find out more.](#)

DECIDE WHICH TREATMENTS AND SERVICES YOU WILL OFFER

It will be up to you as the salon or barbershop owner to decide which treatments and services you will offer when you first reopen.

Our recommendation is to avoid offering treatments which involve working near the eyes, nose and mouth or where there is a risk of contact with body fluids. If you do, you must carefully consider the risks and record how you will manage them.

Bear in mind that while your member of staff can wear PPE (personal protective equipment), it's less practical for clients to wear it while receiving these kinds of treatments.

Before making final decisions consult with your staff.

Make it clear which services and treatments are temporarily suspended on your website, via social media and when you first contact clients to let them know you are reopening.

CONTACT YOUR CLIENTS

Let your clients know when you have a definite reopening date. Use your usual methods of communication - for example, email, text, social media and your website.

Explain that:

- It may be difficult to get an appointment at first due to high demand.
- Some services and treatments may not be on offer until further notice.
- You have put measures in place to protect staff and clients during their appointment.
- They will need to comply with your health & safety measures during their appointment.
- They must not come in if they feel unwell or live with someone who is unwell.
- You would prefer contactless payment if possible.



CARRY OUT A RISK ASSESSMENT

You must carry out a risk assessment before reopening.

As part of your risk assessment, consult with your employees. Listen to their concerns and act on any suggestions that will help everyone to manage their work as safely as possible.

NHBF Members can download a reopening risk assessment for salon/barbershop use. (Coming soon)

Share the results of your risk assessment with your staff.

ORDER PLENTY OF CLEANING AND HYGIENE SUPPLIES

Get organised, make a list of everything you will need and place your orders as soon as you can. Some items may take longer than usual to be delivered, especially if there is a shortage. Remember that you will get through stocks quickly as you will be using more cleaning products and some or all PPE may be single-use only.

Consider the following:

- Cleaning materials including household disinfectant.
- Cleaning equipment such as mops, and disposable or washable cleaning cloths.
- A steam cleaner if you have upholstered furniture.
- Clothes washing powder/gel/liquid for towels/uniforms/reusable PPE etc.
- Handwashing soap.

- Hand sanitiser for clients to use (team members should wash their hands regularly using soap and water).
- Disposable tissues.
- Soap dispensers.
- Paper towels for washrooms.
- Bins and disposable bin liners.
- Additional waste storage.
- Sterilising equipment.
- Single-use tools for use where possible.
- Towels/disposable towels.
- PPE (personal protective equipment) including non-latex gloves, face masks, aprons, gowns, neck protectors, etc.

PPE supplies: [HBSA \(Hairdressing & Beauty Suppliers Association\)](#) has provided links to manufacturers, distributors and wholesalers who supply PPE.

Find out more about PPE supplies.

Make sure you have enough tools and equipment for use while others are being cleaned or sterilised.



CHECK YOUR PREMISES BEFORE REOPENING

Give your salon or barbershop a thorough clean before reopening. This is good health & safety practice and will also help to reassure your employees and clients. [Find out more about cleaning products and cleaning.](#)

The NHBF H&S toolkits include everything you need to comply with health & safety law including premises and other risk assessments. NHBF Members can buy these at a discounted rate:

- [Beauty H&S toolkit and guide.](#)
- [Hair H&S toolkit and guide.](#)

You can also download the NHBF health & safety packs for further guidance. These are free to NHBF Members.

- [Beauty health & safety pack.](#)
- [Hair health & safety pack.](#)

Check that everything in your salon or barbershop is in good working order, including:

- Water systems ([find out about legionella risks in the workplace.](#))
- Heating and ventilation systems.
- Electricity and gas supplies.
- Computers.
- Salon software.
- Payment systems.
- Phones.
- Music/sound systems.
- Check you've got enough in-date stock for the services and treatments you provide and speak to your supplier about product availability and delivery times.

NHBF
Members can
download a free
risk assessment for
reopening premises that
have been empty.
(Coming soon)



PUT UP NOTICES

Put a notice on your door or in your window. This should include:

- Your reopening date.
- Opening times.
- How to make appointments (by phone – not in person).
- Advance warning about the protective measures you will have in place.
- An instruction to clients not to enter your salon/barbershop if they feel unwell or live with someone who is unwell.

Put up notices throughout your salon/barbershop to remind clients to:

- Touch as little as possible and avoid touching retail displays.
- Sneeze and cough into tissues and dispose of the tissues immediately.
- Wash or sanitize their hands, for example, after coughing/sneezing or going to the loo.
- Pay using contactless.
- Not to pass on cash tips hand-to-hand – used the containers provided.

REMOVE ITEMS THAT CLIENTS USUALLY HANDLE

Minimise the number of items that clients could handle in your salon or barbershop, including:

- Style/treatment example books. (Ensure clients don't handle iPads when showing styles/treatments online.)
- Magazines and newspapers.
- Books and toys for children.
- Product testers.
- Leaflets and loose price lists.

ORGANISE DRINKING WATER FOR YOUR CLIENTS

You should not be serving your usual refreshments or snacks when you reopen. Organise a water cooler with disposable cups or a supply of bottled water.

ORGANISE A CLEANING ROUTINE READY FOR REOPENING

Create a schedule for regular cleaning, disinfection and sterilisation throughout the day and at the end of the day. Share this with your staff when they return and make sure they understand what is expected. Make it clear who is responsible for doing what. You could have one member of staff who takes responsibility or the work could be shared via a rota. NHB Members can download a template cleaning schedule. (Coming soon)

Discuss this with your staff so they feel involved in the decision-making and have the opportunity to make their own suggestions and raise any concerns.

**NHBF Members
can download:**

Ready-made notices for
your salon or barbershop.

A template cleaning
schedule.



DECIDE HOW YOU WILL MANAGE DEMAND WHEN YOU REOPEN

You will need to have a plan in place to help protect your staff and clients while ensuring you are following guidelines and restrictions. Consider the following:

- How many clients will you be able to fit in each day if social distancing limits the number of appointments you can make?
- How will you decide which clients get priority? For example, do you know which clients generate the most income for your salon or barbershop? If not, find out how to produce reports from your salon software. Or you may wish to give priority to clients whose appointments were cancelled due to coronavirus. Alternatively, you could operate a 'first come, first served' approach. Whatever you decide, you will need to have a clear plan in place.
- Will you still take on new clients, or prioritise your existing clients for the time being?
- What if your clients are mostly elderly or vulnerable (eg pregnant or have underlying health conditions)? Could you set up a 'vulnerable clients' hour at less busy times?
- Will you have longer opening hours? Make sure you update your website and social media with your new opening times.
- Will you introduce shift working? If you do, you should allow 30 minutes in between shifts to reduce contact between team members. NHBF Members can download our 'back to business employment law guide'. (Coming soon)
- If you're a large salon or barbershop, could you split your staff into an 'A' team and 'B' team to reduce all your staff being exposed to the virus at the same time?
- Can you arrange appointments so that, for example, one client is seen while another waits for their hair colour to take (at a safe distance)? This may allow fewer stylists to be in at the same time while fitting in more clients.
- How many of your clients will need allergy alert tests 48 hours before their next colour appointment? Remember: clients should be re-tested every 12 months and new clients must always be tested.
Please note: clients will need an allergy alert test if they have been using products at home. Ensure your reception team know that they need to ask what products clients have been using at home. Find out more.
- How will you manage clients who need longer appointments than usual, for example, to allow for colour corrections?
- Will you be able to meet a possible demand for shorter, express services so clients can be in and out more quickly?
- Work out how much more time you will need between appointments for cleaning and sanitising.



Health and safety when you reopen

HOW IS THE VIRUS PASSED ON?

The virus is mainly passed on from person to person by people who are in close contact with one another and by droplets produced when an infected person coughs or sneezes.

It can also spread through contact with a surface or object that has the virus on it. Evidence suggests that the virus can exist for up to 72 hours on surfaces. Cleaning helps minimise the spread of coronavirus.

Evidence also suggests that the virus is less likely to be transmitted in well-ventilated areas.

HOW TO CLEAN

Normal cleaning products, for example, household disinfectant, will kill the virus.

The government has provided the following cleaning advice for areas where an infected person may have been. As it can be impossible to tell if someone is infected, these guidelines are useful to follow in your salon or barbershop:

Personal equipment: The minimum PPE (personal protective equipment) a person should wear when cleaning is disposable gloves and an apron. Remember not to touch your face even when wearing gloves.

Hands should be washed with soap and water for 20 seconds after the gloves and apron have been removed.

Cleaning products and equipment:

Use disposable cloths or paper roll and disposable mop heads to clean all hard surfaces, floors, chairs, door handles and sanitary fittings. Use either:

- A household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants.

or

- A combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine.

Any used cloths and mop heads must be disposed of and should be put into waste bags.

When items cannot be laundered or cleaned using detergents, for example, upholstered furniture, steam cleaning should be used.

Hands should be washed with soap and water for 20 seconds after the gloves and apron have been removed.





Cleaning: Avoid creating splashes and spray when cleaning. Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use.

Pay particular attention to frequently touched areas and surfaces, such as chairs, reception desks, bathrooms, light switches, toilet flushes, wash basins, soap dispensers, fridge door handles, taps, grab-rails in corridors and stairwells, door handles and doorplates.

Regularly clean touchscreens, iPads, tablets and payment terminals. Avoid sharing touchscreens or clean them between use by different people. Avoid handing mobile devices to clients, for example, to show examples of styles/treatments.

After every client appointment, thoroughly clean chairs, workstations, the reception area, door handles and any other surfaces that they may have touched. You will have to factor in extra appointment time to allow for this.

Ventilation: Evidence suggests that the virus is less likely to be passed on in well-ventilated buildings. In good weather, try to leave windows and doors open in your salon or barbershop. Use external extractor fans to keep spaces well ventilated and make sure that ventilation systems are set to maximise the fresh air flow rate.

CHECK IF YOUR STAFF ARE AFFECTED BY CLEANING PRODUCTS

Keep an eye on your employees to ensure that the extra cleaning processes are not affecting their health. For example, chemicals in cleaning products may harm sensitive skin and vapours may affect breathing.

Keep your salon or barbershop well ventilated.

Ask your staff to tell you if cleaning processes or products are affecting them in any way.

GETTING RID OF WASTE

Items used for cleaning including gloves, aprons, disposable cloths and tissues should be:

- Put into a plastic bag and tied when full, then placed in a second bin bag and tied.
- Stored in a secure place for at least 72 hours before being put in communal waste areas.

Unless you have foot-operated pedal bins, bin lids should be removed entirely or cleaned regularly, including in washrooms and staff areas.





LAUNDRY IN YOUR SALON/ BARBERSHOP

The following is government advice:

- Wash items in accordance with the manufacturer's instructions. Use the warmest water setting as instructed on the item, (preferably at least 60°C) and dry items completely.
- Laundry that has been in contact with an unwell person can be washed with other people's items.
- Do not shake dirty laundry. This minimises the possibility of dispersing the virus through the air.
- Clean and disinfect anything used for transporting laundry with your usual products, in line with the cleaning guidance above.

If you use an external laundry service, check that they are following the correct procedures.

PROTECTING YOURSELF AND OTHERS

The following are the most effective ways to reduce the risk of catching or spreading the virus in your salon or barbershop. They are listed in order of importance:

- Basic hygiene: handwashing using soap and water, sneezing and coughing into tissues which are then safely disposed of, not touching your face, eyes or mouth, even when wearing gloves.
- Social distancing.
- Using PPE (personal protective equipment).

PPE supplies: HBSA (Hairdressing & Beauty Suppliers Association) has provided links to manufacturers, distributors and wholesalers who supply PPE.

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HANDWASHING AND BASIC HYGIENE

- Thorough handwashing with soap and hot water should be done before and after each client, after using the bathroom, before and after eating and after touching money, credit cards and shared surfaces and equipment (where this cannot be avoided).
- Use paper towels to turn taps on and off.
- Sneeze or cough into tissues which must be binned. Hands must then be immediately washed.
- Avoid touching your face at all times, especially eyes, nose and mouth, even when wearing gloves.
- Make sure staff have their own wipes or sanitising spray for their work areas, equipment and trolleys.
- Avoid sharing equipment between team members, for example, hair dryers.
- Restrict employee use of mobile phones as they can be a source of infection.
- Clients should be encouraged to use hand sanitiser or wash their hands on entering the salon.
- Don't serve your usual snacks and drinks to clients. A supply of water should be available, preferably from a water cooler with disposable cups or bottled water. Encourage clients to serve themselves. If you hand cups or bottles to them, sanitise them first. Ask clients to dispose of cups and bottles in the bins provided when they have finished.
- If possible, avoid cash and use contactless payment (or card payment - but don't ask the client to hand the card to you for insertion into the machine).
- Clean your card machine after each client if they have touched it or used the number pad for their PIN.
- Email receipts and appointments, rather than handing paper versions to clients.
- There is some evidence that the virus can stay on fabrics for a few days. If the weather is good, encourage clients not to bring coats or jackets into the salon or barbershop as it will be difficult to store these hygienically and passing coats between clients and staff increases contact. If clients do bring in outerwear you could ask them to place it on an empty chair during their appointment and clean the chair afterwards. Alternatively, you could ask them to hang up their coat themselves - but ensure it will not be next to any other clothes or items. After the appointment clean the hanger and any other surfaces the client or their clothing has been in contact with.



TIPS

Ask your clients not to hand over cash tips to your employees. Your employees can:

- Provide a slotted container for tips. They should regularly clean the container and (to be on the safe side) the money when they empty it. Hands should be washed after handling the jar or the money in it.
- Ask clients to add tips to their contactless/card payment. (**Please note:** this will affect how tips have to be dealt with from a tax and National Insurance point of view). [Download our Member-only fact sheet on tipping for more information.](#)

SOCIAL DISTANCING

It is likely that social distancing will be recommended until further notice. Clients will be used to social distancing and may feel uncomfortable if they are too close to other people.

Ensuring social distancing will probably mean you will need to have fewer clients in your salon or barbershop at any one time.

There are a number of steps you can take to support social distancing. For example, you can:

- Ask clients to stay away if they have any symptoms of coronavirus, feel unwell or live with someone who is unwell. Include this instruction in your appointment reminders and put a notice on your door. Assure clients you will not charge for cancelled appointments due to ill-health.
- Allow at least two metres between workstations. This may mean removing chairs from the salon/ barbershop floor or taping them off and using 'not in use' signs. NHBF Members can download free signage. (Coming soon)
- Mark out two metre distances on your salon/barbershop floor to keep clients apart, for example at the reception desk.
- If possible, install temporary Perspex screens at the reception desk, between workstations and at nail stations.
- Consider taking payments and making future appointments at the workstation to avoid crowding at reception.
- If possible, have a one-way system for entry and exit.
- Ask clients not to bring friends or family into the salon or barbershop with them.
- Use 'no touch' greetings with clients – keep your distance as much as possible. Standing side-to-side is better than facing each other.
- Only offer pre-booked services/ treatments via phone or online (no walk-ins). Make sure this instruction is clear on your website and on social media, and when you first contact clients to tell them you are reopening.

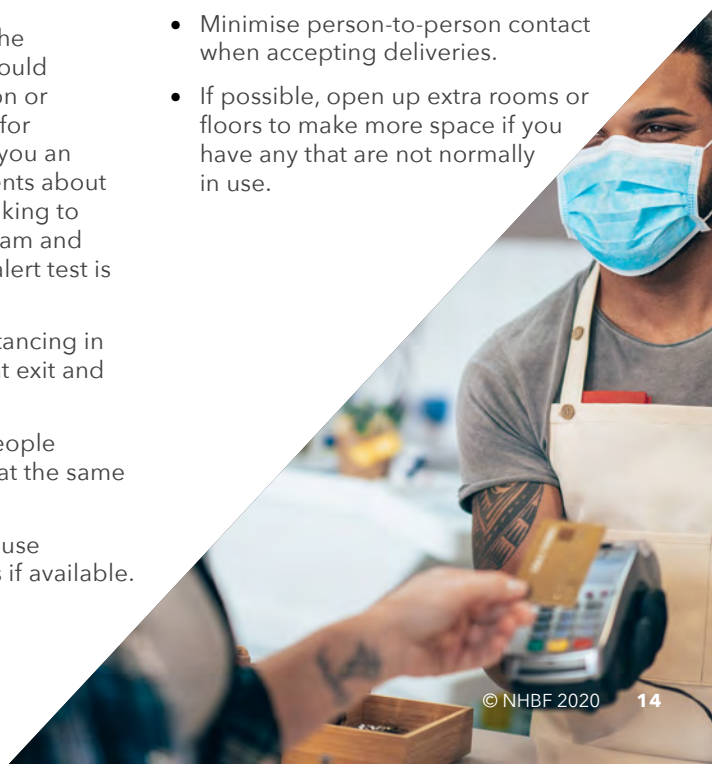


- **Barbershops and walk-in salons:**

where walking in and waiting are the norm you could try swapping to appointments only (to be made by phone) or offer timed tickets (with clean hands!) and ask the client to come back at their allotted time. Keep names and contact details for walk-in clients in case they need to be traced to help control the spread of the virus.

- Avoid face-to-face discussions with clients. Discussions about cut, colour and treatments should be made via the mirror while standing behind the client and kept to a minimum. You can lower the risk of infection if you stand or sit side-to-side rather than facing people.
- Consider offering online consultations to reduce the appointment time. This could be done before your salon or barbershop is fully open for business. This also gives you an opportunity to talk to clients about safety measures you're taking to protect them and your team and to establish if an allergy alert test is needed.
- Try to maintain social distancing in corridors, on stairs, and at exit and entry points.
- Restrict the number of people allowed in the staffroom at the same time.
- Stagger break times and use outdoor space for breaks if available.

- Consider introducing staggered arrival times for staff to reduce the number of people in your salon or barbershop at any one time. NHBF Members can download our 'back to business employment law guide'. (Coming soon)
- Keep team members apart from each other as much as possible. Consider holding team meetings online.
- Remind employees to maintain social distancing if they leave your salon or barbershop during the day. Encourage them to stay on-site for their shift.
- Minimise person-to-person contact when accepting deliveries.
- If possible, open up extra rooms or floors to make more space if you have any that are not normally in use.





PERSONAL PROTECTIVE EQUIPMENT (PPE)

Use of the following PPE should be considered and may be a government requirement when salons and barbershops reopen (we are waiting to hear). Aprons and gloves would need to be replaced after each client. Some PPE may be reusable. Always follow the manufacturer's instructions on how to use reusable PPE safely.

Please note: it is the employer's responsibility to provide and pay for PPE for their employees.

This is the latest government advice about face-coverings/face masks published on 11 May 2020:

People should aim to wear a face-covering in enclosed spaces where social distancing is not always possible and they come into contact with others that they do not normally meet.

Homemade cloth face-coverings can help reduce the risk of transmission in some circumstances. You can make your own face coverings. The key requirement is that they should cover your mouth and nose.

The government has provided instructions on how to make face-coverings.

Face-coverings are not intended to help the wearer, but to protect against inadvertent transmission of the disease to others if you have coronavirus but don't have any symptoms.

A face covering is not the same as a face mask such as the surgical masks or respirators used by healthcare and other workers. These PPE supplies must continue to be reserved for those who need it.

Face-coverings should not be used by children under the age of two, or those who may find it difficult to manage them correctly, for example primary age children or those with respiratory conditions.

It is important to use face-coverings properly and wash your hands before putting them on and after taking them off.

Change your face covering daily or if it becomes damp or you've touched it.





For stylists, barbers and beauty therapists:

- Disposable face-coverings. If disposable face-coverings are unavailable, washable fabric face-coverings are a suitable option. Social distancing and frequent handwashing may be more effective.
- Disposable gloves (not latex).
- Disposable gowns or aprons (depending on the service or treatment provided).
- Disposable towels (recommended).
- If cotton towels are used, they must be used once only before washing thoroughly in a high-temperature wash (at least 60°C). Used towels must be stored well away from clean towels.
- Use single-use tools wherever possible.
- Any tools used more than once must be cleaned thoroughly or sterilised after each use.
- There is some evidence that the virus can stay on fabrics for a few days. Have a 'single wear' policy for salon clothing or uniforms, so they are washed and replaced each day. Uniforms should not be worn on the way to or from work.

For clients:

- Face-coverings. (In particular, to be worn when at the backwash facing up towards the shampooist.)
- Disposable gowns, towels and neck protectors.

In addition, always follow the correct cleaning procedures in your salon or barbershop as advised by the government.





Home appointments

We strongly recommend that you do not offer hairdressing, barbering or beauty treatments to clients at their home:

- Your salon/barbershop insurance will not cover you.
- You will be breaking social distancing rules and could be fined.
- You will be working in an environment where you have no control over safety or hygiene.
- Moving from one home to another increases your risk of catching or spreading the virus.

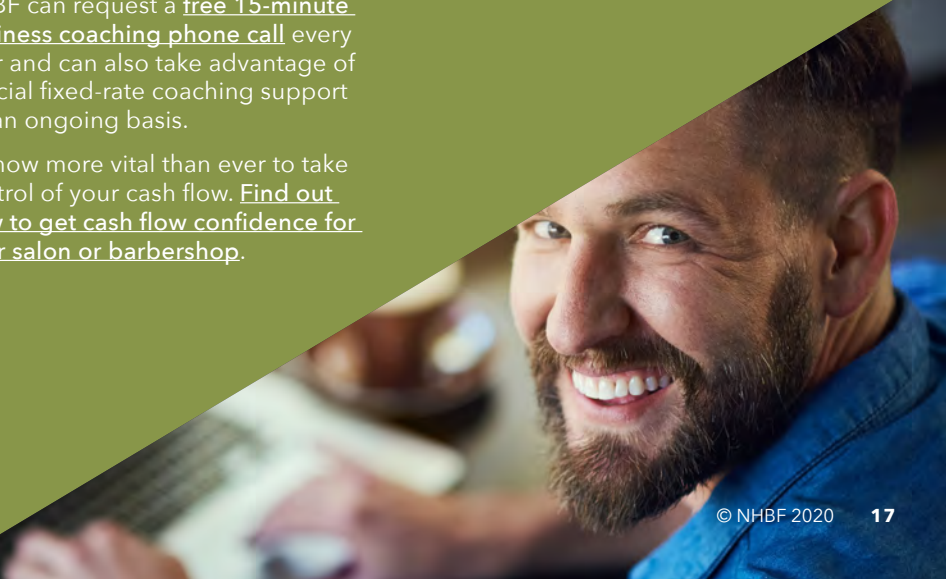
Taking financial control

Many salons and barbershops will be facing a tricky financial future as they start to rebuild their businesses. Try to stay positive and take steps to get back on track. For example:

- Get some expert business coaching: NHBF can request a [free 15-minute business coaching phone call](#) every year and can also take advantage of special fixed-rate coaching support on an ongoing basis.
- It's now more vital than ever to take control of your cash flow. [Find out how to get cash flow confidence for your salon or barbershop.](#)

- Make sure your prices are right - you may have to consider raising them. [Read our blog post.](#) NHBF Members can also download our [in-depth guide on prices and profitability](#)
- Boost your retail sales: [read our blog post and get retail savvy.](#)
- Discover no-cost and low-cost ideas for marketing your business: download our Member-only guide. (Coming soon)

Unfortunately, some salons and barbershops may have to consider making staff redundant or reducing staff hours. Always get legal advice before taking any action. NHBF Members have access to our [free 24/7 legal helpline](#) and can download our Member-only back to business employment law guide. (Coming soon)





Chair, space and room renters

Chair, space and room renters are self-employed and run their own businesses. However:

- Although chair renters are not employees, salon and barbershop owners have some health and safety responsibilities, especially in a situation where protecting public safety is important. They will have to ensure that renters know what restrictions they are putting in place and that renters must do the same.
- Salon and barbershop owners must tell their renters in writing that they must not come into work if they have coronavirus symptoms, are unwell, or if anyone they live with is unwell.
- Chair, space and room renters have a responsibility not to go into work if they are unwell or live with someone who is unwell.
- Chair, space and room renters will have to provide their own PPE (personal protective equipment). The salon or barbershop they work in can require this as long as it is a reasonable requirement when considering the risks of not using PPE. It is likely that this would be considered a reasonable requirement.

PAYING THE RENT

Chair, space and room renters may initially be earning less than usual due to health & safety restrictions in the salon or barbershop. Renters may also still owe rent from when the salon or barbershop was closed due to lockdown.

The chair/space/room renter and salon/barbershop owner should, therefore, try to come to an agreement about making current rent payments and paying back what is owed.

It is advisable to be fair and flexible – it may be very difficult for the chair/space/room renter to pay all the rent back in one lump sum, and presumably, in most cases, both parties will want the relationship to continue and be successful - salons and barbershops will be very busy when they re-open, so it's in everyone's best interest to negotiate and find a way forward.

NHBF Members have access to our [free 24/7 legal helpline](#) for advice on commercial issues including chair, space and room renting





Employment issues

Always get legal advice if you are unsure about any employment issue. NHBF Members have access to our free 24/7 legal helpline.

NHBF Members can also download our back to business guide about employment law. (Coming soon.)

Back to business resources

TEMPLATES - COMING SOON

- **Salon/barbershops notices including:**
 - Wash your hands.
 - Please don't touch.
 - Workstation not in use.
 - Please pay using contactless.
 - Client information and posters.
 - Staff information and posters.
 - Visual reminders about social distancing and basic hygiene.
- **Risk assessments:**
 - Salon/barbershop reopening.
 - Reopening empty premises.
 - Daily checklist when open.
- **Email/letter to employees about reopening.**
- **Email/letter to employees about coming off furlough.**
- **Client communications about reopening including email messages and social media.**
- **Cleaning schedule.**



Always get legal advice if you are unsure about any employment issue. NHBF Members have access to our free 24/7 legal helpline.



MEMBER-ONLY GUIDES

Reopening guide: employment law for salons and barbershops. (Coming soon)

Discover no-cost and low-cost ideas for marketing your business. (Coming soon)

Take control of your finances, prices, wages and profit

FACT SHEET

Download our fact sheet on how to handle tips and comply with tax and National Insurance laws.

BLOG POSTS

- Calculating annual leave. (Coming soon)
- Cash flow confidence for your salon or barbershop.
- Prices, retail and profits.
- Make your salon and barbershop staff retail savvy.
- New employment law for 2020.
- Allergy alert testing.

TRAINING

- **Business coaching:** NHBF Members can request a free 15-minute business coaching phone call every year and can also take advantage of special fixed-rate coaching support on an ongoing basis.
- The NHBF has a **programme of webinars** on topics which are relevant for salon and barbershops owners who are working on rebuilding their business.
- You could also consider providing training on hygiene, infection control and salon/barbershop cleanliness. For example, Renscene Ltd offers a **free one-hour course** for salons, spas and barbershops relating specifically to coronavirus.

NHBF CORONAVIRUS INFORMATION HUB

Find all the latest information about coronavirus and how it may affect your business.

How the NHBF can help

Check out our other guides on all aspects of running a hair, barbering or beauty business at www.nhbf.co.uk/guides

Guides

- Absence management
- Advertising law
- Allergy alert testing
- Allergy alert testing & sensitivity checks
- Apprenticeships
- Becoming a training provider
- Business finance
- Card payment processing
- Chair renting
- Client experience
- Complaints
- Consumer law
- Franchising
- Health and safety (part of kit)
- Hiring a manager
- Managing performance
- Marketing your salon
- National Minimum Wages
- No-shows and late cancellations
- Pensions
- Prices, wages and profit
- Recruiting and employing people
- Salon fit-out
- Salon software
- Self-employment
- Selling your business
- Start-up guides

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**Please
note:**

This guide offers information and guidance only and is correct at the time of writing. Always get legal and professional advice.



**THE NHBF IS HERE
FOR YOU:**

As a Member you'll always have someone to turn to for help, information and advice. This includes free practical support and guidance for managing people and running your business, crucial 24/7 legal lifeline, free treatment room/area renting agreements, valuable discounts on business essentials including insurance and free 24/7 commercial law support.

Find out more: www.nhbf.co.uk

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