



May, 11, 2020

To our Amazing Guests,

As of today, we still do not have an official opening date. Unfortunately, we know only as much as you do from the Governor's daily briefings. We remain hopeful that we can reopen June 1<sup>st</sup>, but we also know this date could change. Please understand it is completely out of our control. Keeping everyone safe and healthy comes first. We will abide by any order or mandate set in place by the State of Illinois.

We have been working hard preparing for our reopening. We are going above and beyond in our sanitation of the entire salon and spa; styling stations have been arranged to allow for social distancing and we have installed protective barriers & sanitation stations throughout the salon. ***We are ready to go!***

Modern Wave will reopen in phases. And, while we do not know how long each phase will last, phase one will look like this:

**Reopening & Scheduling | Phase 1** – In order maximize our time with space and to see as many guests as possible in phase 1, we will limit services to haircuts, hair color touchups & glossing, simple highlights, manicures, pedicures, massage and waxing\*

We have temporarily suspended complete color changes, new guest corrective colors, straightening services, perms and extensions. \*Additionally, services that require a guest to remove their face mask such as facials, lip & chin waxing and makeup services have also been suspended. Self-serve product tester usage, Aveda hand massage and scalp rituals will not be performed during this time either.

Out of abundance of caution for our team, our guests, and our community, we have implemented alternate team schedules. If exposure happens to one team, we can quarantine them for a period of time without having to close the entire salon.

All appointments that were scheduled during our closure will take first priority in order and we will reach out to you to reschedule as SOON as we have an opening date. New appointments after that will be on a first call – first serve basis. We will have a new call center when we reopen and will fill our books in the order our guests call in. **Online appointment requests will not be accepted at this time.**

SAVE THE DATE - MAY 14-20 IS OUR FRIENDS AND FAMILY SALE – 25% OFF ALL AVEDA PRODUCTS! Curbside pickup and local delivery are available or you can shop online. Aveda is generously sharing a portion of sales with us when you use this link: [https://www.aveda.com/locator/get\\_the\\_facts.tmpl?vanity=1&SalonID=5116](https://www.aveda.com/locator/get_the_facts.tmpl?vanity=1&SalonID=5116)

Please know that our entire team is very eager to get back to work. We continue to monitor the situation closely and will let you know immediately when we can open our doors again. If you need to reach us or purchase products and/or gift cards while we are closed, please email [modernwave@comcast.net](mailto:modernwave@comcast.net) and we will respond as quickly as possible. And, make sure to visit our website as we post new & important updates often.

Respectfully,

Modern Wave Salon and Spa