

COVID-19 BARBERSHOP REGULATIONS & WAIT-LIST PROCEDURES

1. Take a ticket (1 ticket for each person receiving a service).
2. Wait in your vehicle.
3. When your number appears on the digital screen (located in the barbershop window), you may enter the barbershop.
4. DO NOT enter the barbershop if you currently have a fever or if you are experiencing ANY cold or flu-like symptoms.
5. Upon entering, please disinfect your hands with sanitizer and maintain 6 feet of distance from all other clients. Masks are encouraged but not required.
6. Only individuals receiving a service may enter the barbershop -- exceptions for caregivers and young children.
7. After your service is complete, you must record your visit on our sign-in sheet (name, phone number, time of service, and the name of the barber who performed your service).
8. Please be patient. We realize that this process may seem difficult, but we are doing our best to adapt to new regulations in an effort to keep all of you, and ourselves, healthy & safe. Thank you for your understanding.

FREQUENTLY ASKED QUESTIONS

Do you accept appointments? No. At this time, we are still operating on a first come, first served basis. However, we are using a ticket system in order to meet current social-distancing guidelines in the shop and to allow for ample time to sanitize tools, chairs, and shop surfaces between clients.

How long is the wait? We work on a first come, first served basis, so we cannot predict our wait times. Please consider that we are reopening for the first time in over 8 weeks, so our wait times will be longer than usual. Additionally, we are taking extra sanitation steps between each customer in order to ensure the safety for each client. Please be patient with us.

What are the prices for services? Our prices are \$20 for regular haircuts, and \$18 for seniors and children (12 and under).

*Please note: Due to current health & safety regulations, we will NOT be able to perform beard trims at this time.

Do you accept credit cards or checks? No. Cash only, please.

After taking my ticket, may I leave and come back if there are a lot of customers ahead of me? Yes. However, if you are not available when your number is called, you will lose your place in line.

What are your barbershop hours? The hours in Broadview Heights are 7:00 am - 5:00 pm Tuesday through Friday, and 7:00 am - 2:00 pm on Saturday. The hours in Independence are 9:00 am - 5:00 pm Monday and Tuesday, 7:00 am - 5:00 pm Wednesday through Friday, and 7:00 am - 2:00 pm on Saturday. **There will be designated hours for seniors and other high risk individuals on Tuesdays between 9:00 am and 11:00 am.**

*Please note: We aim to take our last customer 15-20 minutes before we close, so it is likely that we may be "full for the day" and stop accepting customers before our posted closing times.

I came by at 4:30 pm on a Friday and you were closed, but your posted hours say you close at 5:00. What happened?

Again, we aim to take our last customer 15-20 minutes before our posted closing times, so we may stop accepting customers earlier in the day, based on the current wait time.

Can I receive a haircut or service if I am sick or feeling under-the-weather, but do not have COVID-19? No. If you have a fever, or are experiencing symptoms such as a cough, shortness of breath, difficulty breathing, you may not enter the barbershop. In addition, if you have two of the following symptoms: fever, chills, muscle pain, headaches, sore throat and new loss of taste or smell, you may not enter the barbershop. These are guidelines outlined by the Ohio State Cosmetology & Barber Board, per the CDC.

These procedures apply to the Broadview Heights and Independence shops. For more information, visit our website at <http://www.carlosbarbershop.com> and subscribe for email updates.