

## **Skin Testing Policy**

At Head Office, the safety of our clients is always a priority. Colour clients must be skin tested in line with our salon insurance cover.

Clients who have to be skin tested:

- Every new client
- Every client who has not had colour or a skin test at Head Office for 6 months
- A skin test may also be necessary following health and safety questions during a consultation

### Minors

We consider anyone under the age of 16 to be a minor. We do not allow any colour services on a minor.

### Appointments

If you book a colour appointment and cannot have the appointment on the day due to health and safety allergy alert questions, you will still be charged for the appointment. It is up to the client to check these questions at the time of booking. Please see the *Allergy Alert Questionnaire* below for up-to-date screening questions.

### If you are asked to have an Allergy Alert Test

For your first AAT/skin test with Head Office Salon or if it is 6 months since your last skin test or colour service:

- Visit the salon at least 48 hours before your appointment.
- We will apply a small amount of colour formula behind your ear.
- Please remove any earrings.
- This must be left on for 48 hours
- Should you experience any signs of irritation, reddening, swelling, inflammation or itching please contact us  
info@headofficehairstudios.co.uk
- If you develop symptoms that make you feel unwell please contact a medical professional immediately.
- When you attend the salon, we will observe the test site and ask you some further questions.
- Future colour services may not require a skin test subject to screening questions that we may ask you during your consultation or prior to your appointment.
- All of our team have been trained to test and screen for suitability for colour services.
- We are experienced in safe colouring practices.

- Rest assured we only use the best products and invest in the most up to date practices.
- We take your safety very seriously.

Thank you for your co-operation in our procedures and policies at Head Office.

## FAQ

*I have been colouring my hair for years, why do I need a test?*

A trigger for sensitivity and reactions to hair colour is exposure to hair colourants over time, it is also possible to become allergic or sensitive to hair colour suddenly, if you are exposed to other triggers such as Henna, Tattooing and semi-permanent makeup, therefore, it is important we keep monitoring for your safety.

Head Office reserves the right to change the skin test and AAT policies in line with manufacturers' guidelines or change of insurance policy.

## **ALLERGY ALERT QUESTIONNAIRE**

Your safety is always our priority. On the day of your colour service, you will be asked the following questions. If you are required to have a skin test but haven't then we WILL NOT be able to continue with a colour service in line with current regulations and you may still be charged for the appointment.

Please note that this policy has been designed specifically for Head Office Creative Hair Studios and is in line with current manufacturers' guidelines as well as insurance policy wording. As these could change it is important that you read this information before every colour appointment, to avoid your appointment being cancelled for health and safety reasons.

At the start of your appointment you will be asked the following questions:

1. Are you under 16 years of age?

Yes? Unfortunately, you can't book a colour service at Head Office at this time. If you have done so already, please cancel it.

No? Q2.

2. Have you had allergic reactions to hair colourants or skin tests before?

Yes? Unfortunately, you can't book a colour service at Head Office at this time. If you have done so already, please cancel it.

No? Q3

3. Have you had an allergic reaction to any type of skin tattoo including henna or semi permanent makeup?

Yes? Unfortunately, you can't book a colour service at Head Office at this time. If you have done so already, please cancel it.

No? Q4

4. Do you have any skin or face rashes, sensitive irritated or damaged scalp?

Yes? Unfortunately, you can't book a colour service at Head Office at this time. If you have done so already, please cancel it.

No? Q5

5. Are you new to Head Office or are you having a different brand colour applied than you usually do?

Yes? You are required to have a skin test at least 48 hours before the appointment. Please call in at your convenience for us to carry one out at least 48 hours before your appointment. Our opening hours are:

Monday: Closed

Tuesday: 9.30 - 8.00

Wednesday: 9.30 - 5.30

Thursday: 9.30 - 8.00

Friday: 9.30 - 5.30

Saturday: 9.00 - 4.00

Sunday: Closed

No? Q6

6. Is it more than 6 months since you last had a colour service or skin test at Head Office?

Yes? You are required to have a skin test at least 48 hours before the appointment. Please call in at your convenience for us to carry one out at least 48 hours before your appointment. Please see our opening hours (above).

NO? Q7

7. Have you coloured your hair (including home toners) or had a colour at a different salon since your last colour at Head Office?

Yes? You are required to have a skin test at least 48 hours before the appointment. Please call in at your convenience for us to carry one out at least 48 hours before your appointment.

NO? Q8

8. Have you had an allergic reaction to ANYTHING since the last colour?

Yes? You are required to have a skin test at least 48 hours before the appointment. Please call in at your convenience for us to carry one out at least 48 hours before your appointment. Please see our opening hours (above).

No? Q9

9. Have you had any type of henna, tattoo or semi permanent makeup SINCE last colour?

Yes? You are required to have a skin test at least 48 hours before the appointment. Please call in at your convenience for us to carry one out at least 48 hours before your appointment. Please see our opening hours (above).

No? You can continue with your colour service appointment but please refer back to these questions for any future appointments.