

SALON CUSTOMER'S BILL OF RIGHTS



Call 311 with any compliments or complaints about your experience.

NYC

You have the right to:

- 1) See the inspection and letter grade of an establishment.**
- 2) Verify the names, titles, license and credentials of professional providing the services.**
- 3) Ask for proper ventilation to keep strong chemical odors from lingering.**
- 4) Ask that all tools and implements be emerged in EPA approved disinfectant prior to each use.**
- 5) Ask that those providing the service wash hands thoroughly with soap and water before each client and properly cover up any cuts, open sores or any abrasions that can put your health at risk.**
- 6) Ask that all porous manicuring and waxing implements such as emery boards, block buffers, combs, waxing sticks and other implements that cannot be disinfected should not be used for more than one person.**
- 7) Ask that styling stations, working stations and manicure tables be sanitized and cleaned between each client service.**
- 8) Ask for a pre consultation before any service to explain service options, expected results and side effects.**
- 9) File a complaint with the Department of State regarding an incompetent professional, establishment or an unlicensed person.**
- 10) Be treated with courtesy and respect.**