



Jasmin MacKinnon

Owner/Practitioner

- Registered Massage Therapist
- Empowerment Life Coach
- Licensed Body Sugarist
- Usui Reiki Master - Teacher
- Retreat-Workshop Facilitator
- Best Selling Published Author

Dear Sogo Clients! My goodness I've missed you all!

Thank you so much for being so patient and understanding as we maneuver these unique times together. I wanted to offer an update of how we will be moving forward according to the safety standard regulations within the health and wellness industries issued by the government of Nova Scotia and Canada. There will likely be changes along the way and we are all doing our best to navigate and implement the standards within the business. We will update you prior to your sessions if anything changes. As a Wellness Studio, all of our therapists are collaborating to make our space as safe as possible for our clients.

Addressing the current pandemic of the COVID-19 virus, it is our responsibility to keep both ourselves, our clients and our workplace as safe as possible.

Please read carefully and I truly appreciate the support in following the guidelines.

Due to a required amount of time in between each client so that I will be able to fully disinfect the workspace, high touch surfaces and bathroom; these changes may affect scheduling and any future appointments that were already booked to uphold these regulations.

What does this mean for your booked appointment?

** Please understand with patience that I will be reaching out week by week to each of you in order so that there can be ease and flow to rebooking everyone. So please refrain from reaching out and asking me about your new appointment time as I may not have an answer for you until bookings ahead of you are rescheduled. If you already have a booking, I will reach out to YOU. Thank you. This also means that I am limited as to how many clients I can see per day/ per week, which directly impacts how quickly I am able to catch up with all of your services when we reopen.

If you do not have an appointment booked and it was cancelled during covid19, I will be reaching out to you within the next couple of weeks to begin scheduling. If you do not respond within 24 hours I will have to make that time available to another clients. I will make an announcement when any client can request appointments, until then I am so grateful for your patience. **Also note:** I will **not** be taking any new *Body Sugaring* business for the next couple of weeks until I am caught up with rebooking current Sogo clients. Please let me know if you would like to be on my 'new sugaring client' list and I will happy to reach out asap when I open up my calendar to new business!

KNOW BEFORE YOU GO:

- Please expect a 'pre-screening' email reminder so ensure you are healthy and have not traveled prior to your visit.
- Due to our waiting area being limited in space, we have to enforce social distancing which means our waiting area is basically unavailable. When you come for your appointment, you will be required to wait outside in your vehicle OR in front of Sogo but PAST the entrance so those clients exiting can still keep social distancing. This outdoor waiting area will be clearly marked. You will be called or texted when my room and the studio is disinfected and I am ready for you.
- All clients will be required to wear a non-medical mask during their treatments.
- If you don't have a mask, one will be provided for you for \$2.
- This applies to Body Sugaring, Reiki and any hands on treatments. Empowerment Coaching & Soul Awareness Mentorship is recommended remotely at this time.
- **I CANNOT SUGAR MASKED AREA!** The Cosmetology Association of NS advised we are not allowed to treat anything area under the mask. No lip, cheeks or chin sugaring at this time. I am very sorry.
- Once you have been called for your session, you need to answer a formal-screening intake form.
- If you are good and healthy, you will have to wash hands immediately after. You can use the sink in my treatment room or the bathroom.
- **Please note:** No cash payments are accepted at this time. Debit/ credit machine, tap, or e-transfer please.
- It is encouraged that clients bring as little as possible in with them (no waterbottles, extra bags, etc). Anything you bring (or take off) needs to be contained and put into a bag that you provide. (shoes, clothing, purse, etc) to prevent less client-touch locations.

IMPORTANT: Due to the immense expense of outfitting the business with extras supplies, cleaning supplies, power usage, installations, extra cleaning, extra time, etc. Sogo is adding a **Covid-Surcharge of \$2.50 per appointment to help cover these extra costs.**

Safety is our top priority.

Adapting to what this altered Sogo experience will feel weird for all of us!

Thank you for all your support, patience, understanding and love my friends!

We'll get through this temporary disruption! I cannot wait to see your smiling 'eyes' soon!

Jasmin

Ps. My goal is to be fully prepared for in-person clients by JUNE 22nd!