

July 28, 2021

To all of our amazing clients, brides to be and potential clients:

As always, there is no higher priority to our TMB family than the care and health of our clients. Please be comforted in knowing that we are required to follow the standards of the Massachusetts board of Cosmetology and hygiene has ALWAYS been one of our highest priorities.

With weddings and other large events now being allowed in Massachusetts we want to address some concerns.

During these changing and uncertain times, we are trying to ensure that everyone remains safe, healthy and enjoys all of the services we offer both in the spa and on location services such as weddings. We are still sanitizing our hands and all of our tools and workspaces in between clients and we are open to continuing to wear masks during close contact services if that is request. We may also ask that you and your party do the same when we are on location.

We also want to stay healthy and safe and we hope that you will also do your best to keep us healthy as well. Most people are vaccinated and understand this is a very personal and highly sensitive situation, but for those that are not, we ask that you please get tested before your event/appointment as well as we do the same and wearing masks if not vaccinated.

We will not disclose the status of our TMB family on their behalf, we are leaving that up to each team member to disclose that information or not. If you have any high risk people in your wedding party, we understand if they can no longer have services done. This being said, we are happy to report that we have been working with clients performing up close services and have **not contracted or spread** not only COVID, but colds and other airborne related viruses since the pandemic has begun.

Regarding weddings and contracts. All of our wedding contracts have a COVID/cancellation statement, (if they do not because you signed it prior to the pandemic they will be updated and sent out for you to re-sign.) The cancellation policy is still enforced and does cover Covid related situations. There are many hours that go into communicating, administration and planning for your events and there have been many hours spent on changes, phone calls and emails and effective immediately **deposits will no longer be refunded** if you need to cancel but will be addressed on an individual basis. If we need to cancel your deposit will be refunded. We hope that you can respect our position on this decision.

Please reach out with any questions or concerns and thank you again for all of your support!

Stay Beautiful,

Kimberlee Bowen
Owner/Master Esthetician