

WELCOME BACK

WE LOOK FORWARD TO
SERVING YOU AGAIN



BOOKING YOUR APPOINTMENT



CREATE AN ACCOUNT

Sign up for online booking. Have you booked through our app or website before? Log in and review your account details to make sure all information is completely filled out and up to date.



SET UP ONLINE PAYMENT

Enhance your experience and decrease your downtime with online payment. Add a credit card to your account to set up online payment. Edit your payment information anytime online or on the app by going to "Payment Details" on your profile.



DOWNLOAD OUR APP

Download our app, AIM/IBW Services, available for Android and iOS devices, and enable location services and notifications. This is necessary for contactless check-in and check-out. Plus, it will make booking your next appointment a breeze.

BEFORE YOUR APPOINTMENT



PRESCREEN HEALTH QUESTIONNAIRE

Guests will receive a link to digital forms (Prescreen Health Questionnaire and Hold Harmless Agreement) in their confirmation email. Forms must be filled out prior to arrival. We request that guests with symptoms or known exposure to Covid-19 positive person(s) reschedule their reservations.



COME ALONE

To limit the number of people in our space to maintain social distancing guidelines, our waiting area is closed. We advise guests to wait outside or in their vehicle until their appointment time and to leave additional people and belongings at home. Guests will be taken directly to their designated service area after checking in.



WEAR A MASK

All guests, students and team members are required to wear face masks and should have them on before entering the building.



TEMPERATURE CHECK

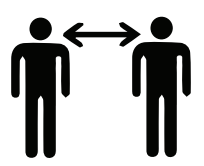
All guests, students and team members will have their temperature taken upon entering the building. Guests with a temperature of 100.4 (F) degrees or higher, or who is displaying symptoms, will be asked to reschedule their reservation.



SERVICE PRICES & TIMING

In order to keep up with the needs of operating our learning facility during Covid-19, we have increased our service prices and timing. You can review our updated price menu on our website. All services have been given additional booking time to ensure proper safety and sanitation.

DURING YOUR APPOINTMENT



SOCIAL DISTANCING

We have altered our rituals and space in order to limit contact. Guests will be greeted with a smile and a bow. Service stations have been placed at least 6 ft apart. Guests must stay seated during their service unless they need to use the restroom.



SAFETY

Gloves are to be worn for color services. Face shields and/or protective glasses will be available for use and it is advised that you use one during all face-to-face contact.



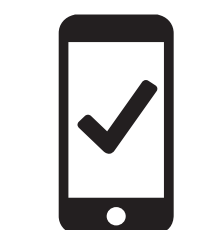
SANITATION

Students and team members are to sanitize and disinfect surfaces, tools and other implements after serving a guest. While our industry always follows strict sanitation and disinfection protocols, we have added extra time to enhance our sanitation.



HAND WASHING & SANITIZING

Hands should be washed frequently throughout the day, following guidelines provided by the CDC. Hand sanitizer will be available upon entry and exit of our location. All guests and team are requested to use as they enter and exit the space.



PAYMENT & CASHLESS CHECK-OUT

No cash will be taken. See above to learn how to save a payment method on your account for online payment. **FOR COLOR SERVICES:** with many guests having gone longer than usual between appointments, additional color may be needed to cover outgrowth. Be prepared to pay for an additional color charge.



THE INSTITUTE OF
BEAUTY AND WELLNESS

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