

Dear Valued Guest,

If there is one thing the evolving COVID-19 situation has reminded us of this year, it's the importance of our community, especially in the world of beauty & wellness. Our artists & therapists live each day to connect and lift the human spirit. They will miss you during this unprecedented time.

Thank you to those of you who have reached out asking if we could work you in as soon as we reopen. Thank you to those of you who had flu-like symptoms and rescheduled your appointment. But most importantly, thank you for being part of our community. Our hearts and thoughts go out to each and every one of you during this time.

Many of you have also asked how we can support our team members during the time we are closed.

How Gene Juarez can help

Unlike artists & therapists who operate as independent contractors, Gene Juarez's team members have access to a variety of benefits including Health Insurance, 401Ks, and paid PTO.

We've set-up a support team to help them access their benefits and are available 24/7 to answer questions and help trouble shoot their challenges.

In addition, we will be setting up a COVID-19 assistance fund to support team members who are most in need and are also working tirelessly to find opportunities that will allow us to employ at least a portion of them during this time.

How you can help

Members – Please don't cancel. We will do right by you. We will not charge anybody during the closure. We ask that you hang on, rollover your membership benefits if you weren't able to come in this month, and let us pamper you when we're back.

Gift cards - Please consider buying gift cards so we can continue to support our team members while they are displaced and take care of you when we reopen. Our call center is open and taking orders.

Pre-book – Book an appointment in April when we expect to be back. We don't charge cancellation fees. If the closure gets extended, we will proactively call you to move it out further.

Products – Are you out of your favorite products? Call us. During the closure we will be offering select products by phone and shipping them directly to your house!

Love notes – If you would like to show your artist or therapist support or just say hi, you can e-mail them via lovenotes@genejuarez.com and we will ensure they get it! They would love to hear from you.

As soon as we have an official open date to announce, we will be back with force and better than ever.

We encourage all of you to take this time to nurture yourselves, your families, and all that you love and eagerly await the opportunity to connect again and enrich your life through beauty and touch.