

Be reasonable with pricing, owners told

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PUTRAJAYA: Any price hikes at hair salons and barbershops must be reasonable, says Domestic Trade and Consumer Affairs Minister Datuk Alexander Nanta Linggi.

The additional cost should only be for Covid-19 preventive items and should not be a burden, he said. "If the process of cutting hair involves only the use of face mask, disposable apron, gloves and hand sanitiser, then only the cost of these items can be charged to the customer, besides the original cost for a haircut," he said in a statement.

He noted that if the additional items comprise a RM3 plastic apron, gloves (50 sen) and hand sanitiser (30 sen), the additional cost is only RM3.80.

"Barbershops cannot impose additional charges of up to RM10," he added.

Nanta said the ministry's enforcement personnel would carry out inspections to ensure no operators take advantage of the situation.

He also suggested hair salons and beauty parlours to display a price list for each additional item, as well as service charge for haircuts so customers could check the prices in advance.

Hair salon owner Cik Syarifah Maryam, 41, said her salon would only charge an additional RM5 for the items needed as per the standard operating procedure (SOP).

"We've informed our regular cus-



Setting up: Barber Faddy Zenon and wife Siti Halijah making preparations to re-open their shop in Kuala Lumpur. Barber shops, hair salons and beauty parlours could resume operations starting tomorrow — FAIHAN GHANI/The Star.

Meanwhile, a hair salon owner in Subang Jaya said the salon would be asking customers to pay between RM5 and RM10 additional charge for the Covid-19 preventive items.

"I believe the price is not too high for our customers because they pay RM50 for a haircut and hair wash," said Don Lee.

"We will be informing our customers at the door about the additional charges. It will be up to them to decide whether they are willing to pay the extra fees."

The United Malaysia hairdressers associations noted that prices for haircuts and other services vary from one salon to another.

"It is solely up to the individual owners to decide the rates according to their business operation model and overhead calculation," it said in a statement.

Meanwhile, consumers can lodge complaints about unreasonable rates through WhatsApp at 019-279 4317, call centre at 1-800-886-800 or email e-aduan@kpdnhep.gov.my.