

# Allergy Alert Test Summary

Updated March 2021

#reopenwithWELLA



# Wella Professional's Allergy Alert Test (AAT) Policy

## STEP 1

Familiarise yourself with your insurance policy in regards to Allergy Alert Testing.

## STEP 2

Take your client through the AA Questionnaire as part of their colour consultation (before **every** colour service).

## STEP 3

Follow the outcomes as directed on the AA Questionnaire.

## FAQ's

- **Has Wella's AAT policy changed since Covid?**

No, our AAT guidance remains the same as before.

- **What if my client has had, or thinks they may have had, Covid?**

Based on what is known today, no correlation between Covid-19, hair colouring, and allergic reactions can be concluded. Simply follow the Wella AAT policy by conducting the AA Questionnaire before a service as usual. If your client is concerned, we would always recommend doing an Allergy Alert Test before their colour service.

- **What if my client has used a 'box' colour at home since her last visit?**

You need to conduct an AA Test on your client if they have used a different colour product, such as a home-colour product, since their last visit to you.

- **My client only has bleach, not colour. Do I still need to AAT?**

No, you don't need to do an AAT for Blondor or Magma, although you should do elasticity and hair sensitivity tests. However, if you plan to use a toner (or even if you think you might need to) you need to follow the usual AAT steps for the toner shade.

- **What about the new patch testing kits?**

So far we have not seen the scientific evidence underlying the value of these test kits for hair colour consumers and cannot recommend it to be used for our hair colour products. Patch testing kits do not meet the industry criteria set for the Allergy Alert Test.

- **My client has had a reaction to the hair colour I used in the AAT / to the colour service. What do I do next?**

Advise the client to consult their doctor and update their salon record card with full details of the reaction. Report the reaction to our Wella Advisory department (0845 704 5775 [infowellauk@coty.com](mailto:infowellauk@coty.com))

- **Where can I obtain more detailed information about allergies and your colour products?**

Our Hair Colour Facts Leaflet is available on [education.wella.com](http://education.wella.com), and from your Account Manager.

# The AA Questionnaire:

Include this in your colour consultation before EVERY colour service!

**STOP**  
and ask your  
client to  
consult their  
doctor for  
advice before  
having their hair  
coloured.

**YES**

1. Has your client ever had an allergic reaction to any hair colour product?

**NO**

**YES**

2. Have they ever had an allergic reaction to any type of skin tattoo, including henna or permanent make-up?

**NO**

**YES**

3. Do they have a sensitive, itchy or damaged scalp (e.g. suffer from eczema or psoriasis of the scalp)?

**NO**

**YES**

4. Are they currently taking any medication to treat allergies?

**NO**

5. Is this a new client / client new to colour?

**YES**

**NO**

6. Are you changing their colour or using a different product or shade than usual?

**YES**

**NO**

7. Has it been more than 6 months since they last had a colour in your salon?

**YES**

**NO**

8. Is it more than 12 months since they last had an AA Test?

**YES**

**NO**

9. Has your client had any type of skin tattoo, including henna or permanent make-up, since their last colour service?

**YES**

**NO**

10. Have they had an allergic reaction to any products since their last colour service?

**YES**

**NO**

**Conduct an AA Test, using the same product & shade that you will be using (based on your consultation).**

**You can carry out a colour service on your client.  
Don't forget to do an AA Test every 12 months.**



# Client Scenarios

## Scenario 1:

- Returning client.
- Usual colour service & shade.
- Not used home colour.

## Scenario 2:

- Returning client.
- New colour service & shade,
- OR used home colour.

## Scenario 3:

- New client coming from another salon,
- OR client having colour first time

## Scenario 4:

- Client who has had Covid-19 since their last visit

## Scenario 5:

- New client who has had Covid-19 since their last visit

Follow the AA Questionnaire and follow the outcomes as directed

AA Questionnaire recommends **no AA Test needed - carry out colour service**

AA Questionnaire recommends **yes, conduct an AA Test before the colour service**

Covid-19 does not affect our AA Questionnaire outcomes – but if in doubt, **do an AA Test and advise client seeks medical advice**



*Make sure you are following*



Wella Professionals



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For any more technical information please contact our advisory line on

**ADVISORY HELPLINE: +44 845 7045775**

**ADVISORY EMAIL: [infowellauk@cotyinc.com](mailto:infowellauk@cotyinc.com)**

And don't forget to visit [education.wella.com](http://education.wella.com) for all things education.  
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