

# Health & safety is a partnership



## What we promise

- Our staff has been expertly trained and certified on hygiene, cleaning, disinfection, and sanitation procedures that surpass state, local, and regulatory guidelines.
- Our facilities are carefully cleaned and all surfaces, tools, and equipment used have been carefully disinfected and sanitized following CDC recommendations. We use EPA registered products during this process that are industry standard.
- Our staff receive regular wellness checks, including daily temperature screenings and wellness surveys upon arrival. They also complete pre-arrival health questionnaires on a weekly basis and are required to stay at home when they exhibit any signs or symptoms of illness.
- Cloth masks will be worn by all spa employees during their interactions with you. Our staff wash and sanitize their hands in-between guests and at regular intervals. Our staff also wear other personal protective equipment, including disposable gloves when mandated by their training and licensure. Our staff will also wear disposable gloves upon your request to maximize your comfort.
- Appointment times and guest arrivals will be coordinated in a way that minimizes overlap and maximizes time in-between guests to clean, sanitize, and disinfect treatment areas for the next guest. There will never be more people within the spa facility than can be accommodated safely to ensure you have the space you need to feel comfortable.
- Your robe, linens, slippers, and beverage items will be carefully cleaned, disinfected, and safely stored prior to your use. Our staff will wear disposable gloves before providing any of these items to you.
- Registration and payment procedures will minimize the need for unnecessary contact. We will prepare for your treatment experience in advance of your arrival, as your appointment times will require a minimum of 30-minute advance notice and are based upon availability.

## What we ask

- Schedule your treatment in advance and advise us of any special needs or concerns. For the safety and health of all guests and staff, spa services will be provided only when you are free from a contagious illness and have a body temperature of less than 99.6 degrees Fahrenheit.
- Should you feel ill or have any signs of illness, please cancel your appointment with us. There will be no charge to do so with advance notice.
- Arrive no more than 15 minutes prior to your scheduled treatment. Upon arrival, please review entry instructions carefully, which will be highly visible at the door. Upon entry, you will be provided with a contact-free temperature check before proceeding to the registration area.
- At registration, your treatments will be confirmed, you will complete a health history assessment, and provide credit card payment for your scheduled services. We promise to make these processes as efficient as possible using contact-free methods.
- Cloth masks must be worn at all times and must be in place prior to entering the spa. You are welcomed to bring your own, though we are delighted to meet you outside of the spa and furnish you with a disposable mask if you'd prefer.
- Both service providers and guests will wash hands thoroughly in the treatment room prior to services. Our staff may also wear gloves if appropriate or upon your request.
- At the conclusion of your service, you may enjoy the relaxation areas provided social distancing can be accommodated.
- For your convenience and safety, payment will be accepted by credit card or room charge only and we encourage you to settle your check during the registration process. Rest assured, you can request an adjustment following your service that matches your level of satisfaction.