

Keeping Our Environment Safe!

UPON ARRIVAL



- A warm welcome, forgoing any physical greetings (handshakes, hugs, etc)
- Guests will be asked if they are currently experiencing any symptoms of COVID-19, or if they've had recent contact with anyone experiencing symptoms of COVID-19



- No-contact infrared temperature checks. Guests & team members with a temperature over 100.4°F will not be permitted to enter the spa



- Hand Sanitizer will be provided prior to entering spa
- Please arrive alone, if you arrive early please do not enter the spa until just before your appointment time, please also limit your personal belongings.
- Guests will be escorted directly to the treatment room by their service provider

PPE



- Team members will wear face masks at all times
- Guests will be asked to supply their own face mask to wear while in the spa
- Face shields & gloves will be provided for team members

OUR NEW NORMAL



- Limit of 1 guest & 1 service provider per treatment room
- Temporary closure of common areas including relaxation lounge, changerooms, pool, steam rooms, showers & spa café
- Signs & floor markers indicating physical distancing parameters & sanitation checks
- Bottled water in lieu of communal snacks, spa meals & beverages

TRANSACTIONS

- We've increased our terminal limits to allow for increased touchless "tap" payments
- We do encourage the use of Credit & Debit payments, however cash payments will still be accepted
- Online shopping & curbside pick up still available for product purchases

Please Stay home if...



- You are experiencing symptoms associated with COVID-19-- including coughing, sneezing, fever
- You have been in contact with someone experiencing symptoms of COVID-19
- You or anyone in your household has been given an isolation or quarantine directive

Our commitment to you



- Continued usage of medical-grade cleaners & disinfectants
- Full turn-over & sanitization of all treatment spaces & linens after each service
- Additional sanitization time has been added in between each appointment



- Social distancing practices will be followed in reception, hallways and lobby