

SPA GUIDELINES COVID-19

Our Commitment

We will provide you with a safe environment that complies

Our Commitment with guidelines issued by Government and our local authority

1 OUR SPA

- ✓ We have undertaken a thorough review of our spa and the services we offer
- ✓ We have rearranged our waiting, reception and treatment areas to adhere to social distancing guidelines
- ✓ All surfaces throughout the spa will be cleaned regularly and wiped with the appropriate cleaning product between each treatment
- ✓ All items of equipment will be cleaned before and after every treatment. This includes all metal instruments, brushes, bowls, and tweezers
- ✓ One-use disposable items will be used where necessary (sustainable alternatives kept where possible)
- ✓ We will ensure adequate ventilation throughout the spa with doors and windows open where possible

2 OUR TEAM

- ✓ We have conducted training to ensure all team members care for our customers in a safe, hygienic and professional manner
- ✓ Team members have been trained to adapt each treatment to uphold best practice, including hygiene and safety
- ✓ We have agreed social distancing for our team in communal team areas
- ✓ Team members are briefed to uphold safe standards while dealing with responsibilities at reception

3 OUR TREATMENTS

- ✓ We have reviewed our treatment menu and removed treatments where we felt it necessary to do so
- ✓ Our therapists will wear gloves, masks and other personal protective equipment (PPE) during treatments where required. Therapists will wash their hands before and after every treatment
- ✓ PPE will be replaced after every treatment
- ✓ Our therapist will stay with you throughout your treatment – not venturing out of the room – to reduce the need to replace PPE and minimise infection

4 GUEST ARRIVAL & RECEPTION

- ✓ We will greet you warmly but without a handshake or personal contact
- ✓ We will stagger customer arrival times to minimise close contact
- ✓ We will clean the reception area regularly
- ✓ Where possible we will escort you straight to the treatment area/room to avoid congestion in waiting areas
- ✓ Waiting areas will be arranged to adhere to social distancing
- ✓ We are now cashless for the safety of all on park. You can still pay via your MyBand, Apple/Google Pay, and all cards except for American Express

5 WE ASK YOU, OUR CUSTOMERS

- ✓ To arrive at the time agreed, to maximise social distancing
- ✓ To wash your hands and/or use hand sanitiser as directed by our team and before and after each treatment
- ✓ To wear face-masks supplied by us
- ✓ To contact us and re-arrange your appointment, if you have a temperature, or are feeling unwell or if any person in your household has the same or is self-isolating
- ✓ **Do not come to the spa if you or anyone you live with is self-isolating or is displaying symptoms known to be consistent with Covid-19**

We are happy to discuss any of your individual concerns, please feel free to speak with a team member



THE WARREN SPA

We reserve the right to amend or adjust these guidelines based on government policy and new research to protect the safety of all our team members and clients



Follow us on Facebook and Instagram @thewarrenspa