



CLIENT COVID-19 Guidelines for the Spa

To all our lovely customers please read below very carefully.

- Before entering the spa please sanitise the hands
- We ask to only arrive ten minutes before treatment time, to avoid as much traffic in the spa, and to bring your own reading material. (No earlier or no later)
- Clients must attend their appointment alone (no kids, partners, family or friends)
- We ask all clients to bring a facial mask to the spa and wear it
- During any close contact treatments therapists will be wearing face shields and masks in the treatment room, this will protect us as therapists working in such close contact and to our clients on the bed
- Any hotel guests booked for treatments, need to wear their gowns and slippers supplied in the rooms down to the spa for the appointment
- We ask clients to keep their distance in the spa area
- Herbal tea, Fruit and sorbet on request just ask
- The therapist will look after you in the treatment, and wear protective gear during treatments, and they will follow protocols to the best they possibly can, and we ask clients to help and follow guidelines also
- When ready to leave the spa, please ensure not everyone stands at reception area, if you could maybe allocate one person to pay
- If you have afternoon tea/lunch included in package, please let us know and we can give you more information.
- Limited personal items to be brought with you
- We have protective shields at our spa reception area, and protective face shields on our manicure tables, to ensure the safety of our staff and customers
- After every treatment, the treatment room and area will be cleaned straight away, tools used will be sanitised and sterilized along with all surfaces. We are following the highest health and safety procedures
- We are asking for payments to be made by card as much as possible
- If you feel unwell, please contact us and reschedule
- All our staff have carried out online COVID-19 courses and continuing to do so

Remember this is new to us all, and we are all trying to adapt accordingly.

We are doing our best, if you could be patient with us, and we are so looking forward to welcoming you all back.

Spa Management & Team