



05/15/20

## The Next Steps

**We are taking a detailed approach to re-opening to make sure the continued safety of our clients and employees is of the most importance.**

**To create a safer environment to fight the spread of COVID-19, we will be following all governmental & regulatory guidelines and will be putting some policies in effect until further notice:**

- Treatment rooms will be rotated between each service to allow time to sanitize the space between each client.
- Bathrooms, doors and frequently touched services will be sanitized hourly.
- Plexiglass shields have been installed at all payment areas.
- Employees will be screened, and temperatures taken prior to the start of their shifts.
- All employees are required to wear masks when inside the building. Gloves will be worn when appropriate.
- All employees will wash their hands regularly and prior to the start of each treatment; hand sanitizer will be used in front of client as an added precaution and clients will be asked to sanitize prior entering the building and start of service.
- Unessential linens and bedding will be removed to create a more sanitizing friendly environment.
- Our Tea Bar will only be using disposable cups for drinks and will be to-go only. Feel free to sit outside to enjoy your drinks.
- Only our main yoga studio will be used until further notice to practice social distancing. There will be a maximum of 15 mats at a pre-measured distance from each other.
- Please note that our therapists and acupuncturists will be working modified shifts and will have varying schedules to accommodate their personal situations and to follow occupancy restrictions.
- We love our clients! We also love to chat with you at your appointment. Please understand that conversations will be significantly reduced to allow for social distancing, running on time and disinfection practices.



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## What We Ask of You

**If you are immunocompromised, had contact with anyone who has tested positive for COVID-19, or are considered at risk, please consider this prior to scheduling your appointment.**

- Clients are welcome and encouraged to wear a face covering.
- Confirmation calls will be made 24-48 hours prior to reservation times and for a tele-health screening to ensure you are symptom free.
- Spa client temperatures will be taken with a touch-less thermometer as part of the check-in process, so arrive at least 15-20 minutes in advance. If your temp is over 100 degrees F, we will kindly ask you to re-schedule after 14 days.
- Our cancellation policy of 24 hours notice is still in place to protect the time and availability of our employees, so please honor their time by providing ample notice if you need to cancel. If it is symptom or COVID-19 related, we will continue to waive our cancellation fee.
- Per governmental mandates, clients will not be allowed to sit in any waiting or lounge area.
- We ask that you wait in your car until the appointed time of your class or appointment.
- Only those receiving services are allowed inside. No children will be allowed without an appointment.
- Clients will be provided hand sanitizer upon arrival and prior to entering the building.
- Clients will be taken directly into the treatment areas.
- Clients are asked to leave the spa as quickly as possible at the end of your service, as other clients will be waiting for your exit to begin their service.
- There will be no yoga props or mats provided. Please bring your own.
- Be mindful of social distancing when in bathrooms and throughout the building.
- You will be asked to complete new liability waivers the next time you visit us.

**We hope this email finds everyone healthy, happy and prepared to ease back into regular routines. Please understand that this is an evolving situation and changes are inevitable. We will do our best to communicate changes and**



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**information as it is available to us. We are committed to modifying the services and experiences as we move forward with the best interest of our employees and clients in mind.**