

SPA GUIDELINES

COVID-19



OUR COMMITMENT TO YOU

Our number 1 priority has always been to bring an unparalleled safe experience of wellness and rejuvenation to our clients, and our resolve is stronger now than ever before.

Our team has been hard at work to continue to raise the bar of hygiene and sanitisation, as well as considering every step of the treatment process, to ensure we meet your needs in a focused and safe manner that is in accordance with the Federal and Victorian Government guidelines. While we focus on your safety and wellbeing, you can relax and enjoy your experience!

OUR FACILITY

- ✓ We have undertaken a thorough review of our businesses and the services we offer.
- ✓ We have rearranged our reception and relaxation room seating to adhere to social distancing guidelines.
- ✓ All surfaces throughout the facility will be cleaned regularly and wiped with the appropriate cleaning products between each treatment.
- ✓ All items of equipment will be cleaned before and after every treatment. This includes all metal instruments, brushes, bowls and tweezers.
- ✓ Single-use disposable items will be used where necessary.
- ✓ We will ensure adequate ventilation throughout the facility with doors and windows where possible.

OUR TEAM

- ✓ We have conducted training to ensure all team members care for our clients in a safe, hygienic and professional manner.
- ✓ Staff 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 staff areas.
- ✓ Staff are briefed to uphold safe standards while dealing with responsibilities at reception.
- ✓ Staff have been advised to stay at home, or to go home immediately if they become unwell with cold or flu like symptoms. If they have any symptoms of respiratory distress (cough, sore throat, shortness of breath or fever) to be tested for COVID-19.

OUR TREATMENTS

- ✓ We have reviewed our treatment menu and removed treatments where we felt necessary to do so.
- ✓ Therapists will wash their hands before and after every treatment.
- ✓ Face masks are available upon request, however not required by the Victorian government.
- ✓ Your therapist will stay with you throughout your treatment – not venturing out of the room.

GUEST ARRIVAL AND 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 direct to the change rooms or treatment room to avoid congestion in waiting areas.
- ✓ Waiting areas will be arranged to adhere to social distancing.
- ✓ We ask you pay with card or other cashless means where possible.

WE ASK YOU, OUR CUSTOMERS

- ✓ To arrive at the time agreed, no earlier, to minimise social distancing.
 - ✓ To arrive to your appointment alone – friends, family or children without an appointment will not be permitted.
 - ✓ To wash your hands and/or use hand sanitiser as directed by our team upon entering and regularly throughout your visit.
 - ✓ To contact us and rearrange your appointment IF you have a temperature, are showing cold or flu like symptoms, or if any person in your household has the same or is self-isolating. No walk-in enquiries – phone or email only.
- Do NOT come into the Spa if you or anyone you live with is self-isolating or is displaying symptoms known to be consistent with COVID-19.