

# Covid-19 Protocols & Guidelines

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- **No walk-ins-** we are open for appointments only.
- **Stay in your car till we call you in for your appointment-** arrive early for your appointment, but stay in your car and we will call you to come in for your appointment.
- **Attend appointments alone-** we have limited space for social distancing, don't bring family or friends with you.
- **Face masks are mandatory-** bring your own masks (handmade or medical) and they are to be worn at all times for your safety and ours. We have some masks for sale but a limit supply.
- **Arrive with minimal belongings-** belongings will have to stay with you on person
- **We will ask you some covid-19 questions-** you may be asked to rebook your appointment if you are feeling unwell.
- **You will be asked to wash / sanitize hands-** We will bring you to the sink to clean hands.
- **Beverage area is temporarily unavailable**
- **Hot tubs, Steam showers, Sauna and gym is temporarily unavailable.**
- **Retail is available but now "touchless" -** we will be glad to assist you to find your perfect product.
- **Debit and Credit only**
- **You have to leave when your appointment is finished-** as the waiting / relaxing area is temporarily closed

The guidelines and protocols are in place for your protection and ours and maintaining a safe, clean environment. With these uncertain times we are waiving the 24-hour cancelation policy temporarily. we ask that if you are feeling unwell to please reschedule your appointment, a fair notice would be appreciated, but if you fail to just not show up and not call us you will not have the opportunity to rebook at this time.

We are committed to trying to make your spa experience as relaxing, enjoyable and stress free as possible.

If you have any questions or concerns please feel free to ask.

**Thank you for your understanding!**

**~Spa staff**

Krista Donovan | spa manager