



# A Safer Place to Relax

To promote safety during this pandemic, we are instituting the following practices and policies for our spa treatment staff and clients.

- **Waivers:** All clients are required to fill out a COVID-19 Informed Release. This form will be sent in a link with your appointment confirmation and must be handed in at the time of your appointment.
- **Health Check:** Upon arrival, you will be asked a series of questions about your health and you will have your temperature checked.
- **Appointment Check In:** If you are a hotel guest, you will receive a text when your service provider is ready to begin your treatment. If arriving by car, please wait in your vehicle and call us at 678-318-7887. We will send you a text when your service provider is ready to begin your treatment. We suggest that you only bring in your personal necessities, e.g. cell phone, wallet, and keys.
- **Hand Washing:** Once inside the spa, you will be asked to wash your hands. We have also provided hand sanitizer for use throughout the spa.
- **Face Coverings:** All staff are required to wear a face mask/shield at all times, and we highly suggest that clients do the same. Masks are available at the reception desk if needed. We understand that for some services, such as facials, face waxing, and while lying prone during a massage, the client will need to remove their mask.
- **Social Distancing:** Help us practice social distancing within the spa whenever possible, by remaining 6 feet apart from other guests and staff. Please refrain from handshakes and hugs with staff or other guests.
- **Product Handling:** Please refrain from handling any retail products. Ask a member of our staff for assistance if you are interested in purchasing any products. We have removed excess products from our shelves, and are keeping them stored in closed containers. At the present time, there are not test products available.
- **Cancellation:** Due to the ongoing pandemic, we are currently waiving our cancellation fee for any appointment cancellations. If anything should change with your health such as a fever or if you have been exposed to COVID-19, please notify us as soon as possible, so that we can cancel or reschedule your appointment. Upon arrival, if you are unable to affirm the statements on our health check your appointment will need to be rescheduled.
- **Sanitation:** We have always taken great pride in keeping our spa immaculate, and have gone above and beyond what is required of us by the Georgia State Licensing Board. Now, more than ever, we are stepping up our cleaning and disinfecting protocols. We are allotting additional time between appointments to thoroughly clean and disinfect our workspace, as well as our reception and common areas. We have removed the blankets from our treatment room tables. If during your massage, you get chilled or prefer additional coverage, we are happy to provide you with a clean blanket.
- **Reduced Capacity:** A maximum number of 10 people will be allowed inside the spa at any given time. Our staff will only be allowed to service one client at a time. And, because of close proximity of our treatment rooms, we will limit the number of services provided at any given time. We can only accommodate clients with a scheduled appointment. No additional guests in the waiting area or treatment rooms. Walk-in services are not provided at this time.
- **Contact-less Checkout:** We suggest purchasing a pre-paid service package by phone, a gift card online or paying in person with a credit card. If you are interested in purchasing a package or gift card, please give us a call at (678) 318-7887 and we can assist you with this over the phone.

We understand the challenges everyone is facing during this time, and we just want to thank you for your on-going support of our business. We look forward to seeing your smiling faces again and to welcome you back to the spa! If you have any questions or concerns in regards to any of our policies or procedures, please do not hesitate to ask. We want everyone who walks through our door to feel safe, secure and tranquil.