



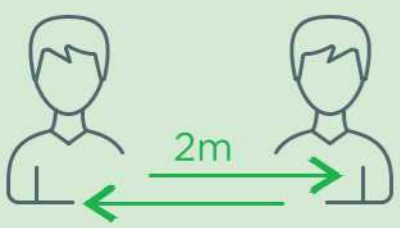
OUR PLEDGE TO YOU

SPA

GUIDELINES FOR A SAFE ENVIRONMENT

Arrival

- On arrival guests will be asked to complete the covid-19 health check and have their temperature taken
- We have opened a new separate arrival with one way system
- Reduced visitor numbers to allow for social distancing
- Staggered guest arrival times
- Social distancing measures introduced in appropriate areas including pool and spa reception
- All guests to complete a pre health check before arrival



Cleaning Protocols

- Additional sanitising stations have been installed
- Lockers sanitised before and after use
- Blankets, soft furnishings, magazines have been removed from all communal areas
- Enhanced cleaning regimes throughout the day with areas sanitised weekly using an electrostatic gun
- Treatment rooms and couches will be sanitised between each guest
- New fresh couch covering, towels are changed before each new treatment
- Changing rooms have increased cleaning protocols



Treatments

- Increased times between treatments to allow for a more in-depth cleaning regime
- Therapists will be wearing PPE including facemasks during the treatment and gloves where needed for added protection
- Guests will be welcomed with a warm hand mitt which includes hand sanitiser prior to treatment
- Protective screens will be used where possible in treatments, for example manicures
- Therapists will adhere to social distancing guidelines where possible



Staff

- All staff are being temperature checked before starting their shift
- Staff will change into their uniform once arriving at the hotel and before starting work
- Covid -19 training is undertaken by all of our staff
- Appropriate PPE is provided
- Government guidelines are being followed at all times

