**Personal Service Setting, Social Distancing Instructions**

**WHEN YOU ARRIVE FOR YOUR APPOINTMENT**

1. Upon arrival, stay outside and call 905-420-0020 and provide your name and appointment time.
2. You will receive a phone call when your treatment area/room is ready.
3. You must have a mask on when entering the Spa, any type of face covering, and it must remain on your face the entire time you are in the Spa. If you do not have a mask, one will be provided. Once inside the door, please use the Hand Sanitizer located on the Reception Counter.
4. A Team Member will meet you at Reception and take you to the bathroom where you will wash your hands, allowing the soap to remain on your hands for 20-seconds. Once you have emerged from the bathroom, the Team Member will take you to the treatment area/room.
5. Enjoy your stay and remember all this will disappear once the science community finds a method to kill this virus. Until then, make the best of it and learn to adjust quickly to the New Normal. Adaptation leads to Relaxation!

**Requirements (Basic 12):**

1. A face mask (any type)/face covering must be worn for the duration of your appointment.
2. Only the person who booked service is allowed into the Spa. The exception would be a person under the age of 18 can bring one guardian/parent with them. You are not allowed to bring children or other guests with you for your appointment.
3. No services to the face are permitted. This includes facials, facial hair grooming (waxing), and eyebrow artistry.
4. Walk-in clients are asked to call from outside the Spa to make an appointment. Entry is by appointment only!
5. The waiting area has been eliminated. You are instructed to wait outside of the premises until your appointment time. After you have paid for your service, you must exit immediately so the Spa can ensure social distancing requirements for the next client upon their arrival for their scheduled appointment.
6. You are asked to be on time for your scheduled appointment to ensure that social distancing is maintained and give the Spa staff sufficient time between clients to clean and disinfect all workstations, equipment and rooms.
7. Feel free to use the Hand Sanitizer, which is a minimum of 70% alcohol concentration.
8. The Spa is not allowed to provide food/beverages.
9. The Spa’s washroom surfaces are cleaned and disinfected twice daily or as often as necessary.
10. Be reassured that all high touched surfaces such as phones, computers, pens, cash register, credit card machine, countertop, and door handles are frequently and thoroughly cleaned and disinfected.
11. After booking an appointment, you are required to download, print, complete, and bring with you the COVID-19 Client Prescreen and Waiver, found on our website under the tab, FORMS – DOWNLOAD.
12. Manicures & Pedicures.
	1. You are required to wash your hands or use the Hand Sanitizer for starting a Manicure.
	2. You are not allowed to touch/handle nail polish bottles when selecting a colour.
	3. Hand and foot massages are not permitted.
	4. If a nail dryer is used, both you and the esthetician must be wearing a facial mask.

This document was compiled on June 18, 2020, based on the published information at that time. It will be updated as more information becomes available.