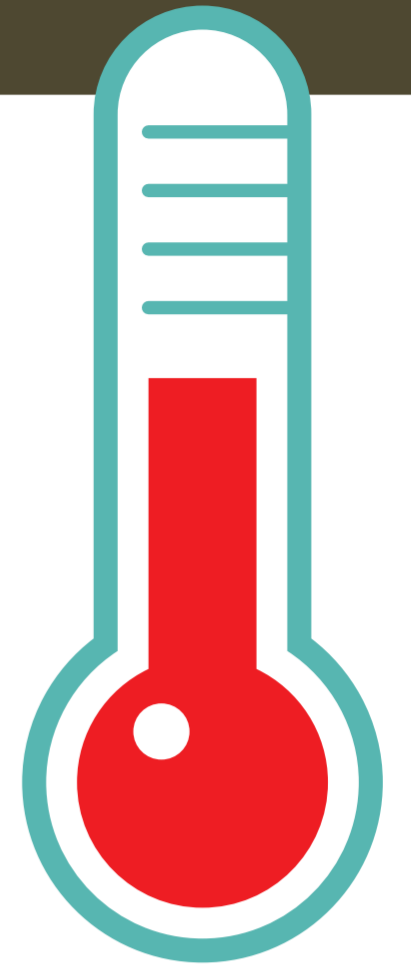


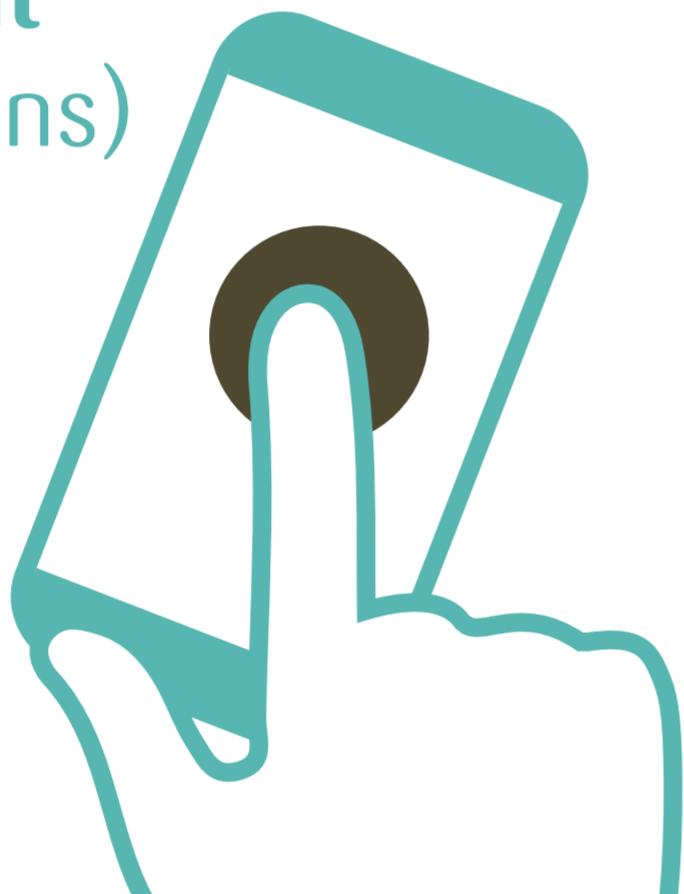
Wear Face Covering



**Do Not Attend
If You Have
COVID-19
Symptoms**



**By Appointment
Only (No Walk Ins)**



Come Unaccompanied



No Bags or Coats



No Cash



No Waiting In Reception



**Strict Time
Keeping
(Do Not
Be Late)**



**Sanitise
Hands**



Our Commitment to Keeping Clients Safe

Our Charter is produced to comply with Government and local authority guidelines to provide clients with a clear understanding of our protocols and client requirements in order for everyone to receive a safe and enjoyable experience within the Spa.

1. Spa Environment

- ✓ We have undertaken a thorough review of our Spa environment and the services we offer.
- ✓ We have re-arranged our waiting, reception and treatment areas to adhere to social distancing guidelines.
- ✓ As usual, all surfaces in the Spa will be cleaned regularly after each client visit and wiped with the appropriate cleaning product in between each treatment.
- ✓ All our equipment will be cleaned before and after every treatment which includes all metal instruments, brushes, bowls and tweezers.
- ✓ One-use disposable items will be used wherever possible.
- ✓ We will ensure adequate ventilation within the Spa where possible.
- ✓ We regret that drinks cannot be brought into or provided by the Spa to avoid having to remove face coverings.
- ✓ At present we regret that we cannot supply magazines as they cannot be sufficiently cleaned after every client.
- ✓ A cleansing station will be provided in the reception area in order for clients to use sanitising hand gel.

2. Spa Team

- ✓ We have conducted staff training and a risk assessment to ensure all team members care for our clients in a safe, professional and hygienic manner in order to protect both the client and themselves.
- ✓ Our therapists 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.
- ✓ All staff are briefed to uphold safe standards while dealing with responsibilities at reception.

3. Spa and Clinical Treatments

- ✓ We have reviewed our treatment menus and adjusted treatments where it has been deemed to do so.
- ✓ Our therapists will be wearing gloves, masks and other protective equipment during treatment where required.
- ✓ Therapists will wash their hands before and after every treatment.
- ✓ Our therapists will remain with you throughout your treatment, not venturing out the room to reduce the need to replace PPE and minimise infection.

4. Guest Requirements for Booking Treatments and Arriving at Spa

- ✓ We will only undertake treatments by appointment only to ensure social distancing measures. We regret we will not be able to offer walk in appointments at this time.
- ✓ We will not allow any minors under 16 to visit the spa.
- ✓ We cannot accept accompanied guests or groups of more than one in order to adhere to the strict social distancing guidelines.
- ✓ We will stagger treatment times to minimise close contact with other clients.
- ✓ There will be no seating in the reception area; clients will be taken straight into treatment on arrival.
- ✓ We regret that due to the amount of additional cleaning and changing of towels and PPE, we will only be able to offer treatments over 30 minutes in duration. This will enable social distancing by limiting the amount of clients in the Spa at any one time.
- ✓ We will only take bookings online or over the phone to avoid direct contact and we will require full payment to secure the booking. (Please see full details of our T&C's on our website which still apply.) If booking further appointments whilst in Spa, we regret that we cannot accept cash and payment to be made by card only.

1. What we need from Our Guests

- ✗ Do not come to the Spa if you or anyone you live with is self-isolating or is displaying symptoms known to be consistent with Covid-19. As per our terms and conditions, we still require 24 hours' notice to change or cancel your appointment.
- ✓ Arrive at the time agreed on booking to allow social distancing and to ensure there is sufficient time to carry out cleaning procedures between guests.
- ✓ You must bring your own face mask or covering as we do not provide this for you. We will not be able to carry out your treatment without this and you will be charged for your appointment time as per our terms and conditions.
- ✗ Please do not bring others with you to your appointment.
- ✓ Wash your hands and use hand sanitiser as directed by our team before and after each treatment.
- ✓ Our 24 hours' notice to change or cancel your appointment still applies, so please give us sufficient notice should you feel unwell or cannot make your appointment.

We are happy to discuss any of your individual concerns, please feel free to speak with a member of the Team.

Working to keep the Community Safe and Healthy