

## Daniel Thwaites

### Spa & Fitness

## COVID 19 Policy

#### **Professional guidance**

- Full Staff training on our COVID19 policy
- Risk assessments completed
- Discussions with and guidance taken from Spa Professional bodies
- Government guidelines followed at all times

#### **Cleanliness & hygiene**

- Additional sanitising stations installed
- Washing hands and No touching of the face guidance enforced
- Treatment guests and therapists will both sanitise hands before and after treatment within the treatment room
- Enhanced cleaning regimes throughout the spa, including more regular cleaning of high touch points and in areas of higher traffic
- Sanitising items to be accessible for use on gym equipment before and after use
- Sanitising items and laundered linens to be accessible in each treatment room for therapists to sanitise between every client
- Soft furnishings, blankets, newspapers and magazines have been removed from communal areas to reduce the risk of transmission

#### **Social Distancing**

- Allocated visitor numbers and times of arrival in all spa areas
- Re designed gym and workout areas to enable personal space
- Reduced usage of group areas to ease congestion, including changing rooms/classes/relaxation rooms
- Social distancing guidance in appropriate areas throughout the spa

#### **PPE**

- Protective screens installed at reception desks and manicure stations
- All staff to be temperature checked daily before work
- Treatment guests will be asked to have their temperature taken on arrival
- We will have necessary protective equipment available for our teams
- Where social distancing cannot be 1m plus (treatments) our therapists will be wearing Visors as recommended by the UKSPA association

## **We need your help too**

- We ask that you stay at home should you or anyone in your home be experiencing COVID19 symptoms (fever, cough, loss of smell/taste) within 14 days of visiting, likewise we ask that you inform us should you experience symptoms up to 7 days after your visit
- We ask you respect your visit time to support social distancing throughout the spa
- We ask that you sanitise your hands on entering and exiting the spa and throughout your spa journey
- We ask that you pay by card where possible
- We ask that you observe and respect the social distancing and sanitising protocols in place and respect each other's personal space
- We ask that you bring along your own towel (if you require one) and water bottle to help reduce the risk of transmission for both the guest and team members.
- We ask for gym users to avoid using the changing rooms to avoid congestion and note that towels are not permitted on the gym floor
- We ask swimmers to take the beach style turn up and swim approach, as recommended by Swim England (shower prior to arrival, arrive in swimwear)
- Treatment guests may be asked to complete a pre consultation prior to arrival

### **SPA & FITNESS COVID 19 POLICY**

**Due to the COVID19 pandemic, we are taking extra precautions within the spa ensuring we continuously follow government guidelines.**

**Please understand that the policy may change as guidance is updated.**