

THE SPA COMMITMENT

Our commitment to you, our guest

Our spas as wellness destinations, are a nurturing haven of tranquillity and thus, never before, has the reopening of such destinations, been as keenly anticipated as at the present time. Our empathetic approach has always been to help individual's keep their wellness and well-being front of mind. We are the pioneering force that will help the UK recover its physical, emotional and spiritual health, ever more consciously, as we prepare to re-open the doors of the nation's spas again. We have always held cleanliness and hygiene as sacred but now more than ever, we want spa-goers to trust that we will put their safety and that of our employees, above all else on their return. We make a commitment that our spas will follow all the latest UK government guidance and safety protocols including:

- Ensuring our cancellation policy and terms and conditions are available to you.
- Welcoming you to the spa with a warm and professional (touch free) greeting, allowing plenty of time for you to complete your comprehensive consultation form.
- All employees are fully trained and regularly updated with procedures in line with the latest government guidance and safety protocols.
- Regular and thorough hand washing and sanitisation from our employees at all times, especially before and after your treatment.
- Adequate provision of hand sanitising facilities for all throughout the spa.
- Use of personal protective equipment such as gloves, face coverings, aprons etc. where required.
- Adherence to social distancing etiquettes in non-treatment spaces throughout your visit.
- Safe, regular and thorough sanitisation of all treatment areas, facilities, surfaces and equipment.
- Provisions of fresh, clean and appropriately laundered linens throughout your visit, including towels, robes, treatment linen etc.
- The removal of shared items such as tester products, reading materials, soft furnishings etc.
- Appropriate provision for the disposal of waste material throughout the spa.
- Contactless payment is available where possible.
- Employees will not be permitted to work in the spa if they, or anyone in their home present with any Covid-19 symptoms.

GUEST COMMITMENT

Your commitment to us

In line with the UK government guidance and protocols:

- If you or anyone in your home presents with any Covid-19 symptoms within 14 days of your booking, please follow UK government guidance and inform the spa.
- Please ensure you are familiar with the spa cancellation policy and terms and conditions.
- Please ensure you wash and sanitise your hands upon arrival at the spa and frequently throughout your visit.
- Ensure your consultation form is completed in full prior to any treatment at the spa.
- Please ensure that you observe all social distancing measures that have been put in place by the spa.
- Please use the correct bins provided by the spa to appropriately dispose of waste material.
- Please ensure you use contactless payment where possible at the spa.



WASH HANDS



SAFE & SANITISED



DISINFECT & STERILISE



PERSONAL PROTECTIVE EQUIPMENT



SOCIAL DISTANCING