

## CORONAVIRUS COVID-19 SAFELY WELCOMING GUESTS BACK TO THE SPA

After the stress and strain of recent months we could all do with some luxury, TLC and time to focus on our health and wellbeing. The Spa at Stanley House provides the perfect setting for rest and relaxation, and we have been eagerly waiting for the right time to safely reopen our doors.

Above all we remain committed to protecting against the spread of Covid-19. With this in mind, there are some important enhancements we have made to our procedures that we would like to make you aware of. We may look a little different with the necessary measures in place to keep everyone safe, but the same warm and friendly team awaits you.

The most effective way to stop the spread of Covid-19 remains social distancing and regular handwashing. Other measures such as staff PPE, increased hygiene and ventilation, have been added to ensure that our guests feel safe and relaxed. We will continue to work with excellent standards of hygiene at all times, and our strict procedures will align with the latest government guidelines and advice shared from trusted, professional bodies such as the UKSpa Association and the British Beauty Council. Rest assured that every finest detail has been considered.

### **What has our Spa put in place?**

- All staff will participate in specific Covid-19 training prior to working with guests. They will be made aware of the latest procedures regarding sanitisation, disinfection, cleaning, use and removal of PPE and what to do in the event of coming into contact with the virus.
- There is a strict hand washing protocol for staff that has been implemented, with signage visible throughout The Spa. Regular hand washing will be an essential part of our routines, and hand gels and wipes are available in at various locations throughout The Spa.
- We have increased the frequency of sanitisation and a cleaning routine has been developed to cover all areas of The Spa. These routines are recorded by a member of staff.
- Ventilation and upkeep has also been considered. Air is clean and there is a consistent flow throughout the building to keep our environment fresh.
- Social distancing measures have been introduced throughout The Spa.
- The Spa lounge is available to guests who have booked a spa treatment. Refreshments are available on request.
- All staff will be provided with and expected to wear sufficient PPE including;
  - mask
  - visor
  - gloves
  - apron

### **What do our guests need to do?**

- All appointments must be made and paid for in advance. Drop in appointments or last minute bookings may not be readily available, therefore we ask that you call the team to make a reservation.
- After making your booking and 24 hours prior to your appointment, a call will be made to you by a member of the reception team. A few simple questions will be asked to ensure you are well and the treatment can proceed as arranged.
- Please arrive wearing your face mask. Your temperature may be taken both upon your arrival at the hotel and when entering the Spa, and you will be asked to sanitise your hands.
- You will be asked to check in with the NHS Test and Trace app on your phone in the spa reception area, please ensure you have this downloaded prior to your visit. Should your phone not be compatible we can supply you with a paper version.

# the Spa

AT STANLEY HOUSE

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- Therapists have an additional 30 minutes between treatments in order to thoroughly sanitise and clean the room and remove all waste ready for the next client. All products are safely decanted and placed in the room before each service is due to start.
- In order to safely dispose of used towels and linen, gloves are used to remove them from bins and place them outside in cages, away from clean supplies. Our drop bins will be covered in recycled plastic bags and disinfected at the end of each day.
- The couple's suite is not currently in use as our safe working operations do not allow us to mix four people in one room.
- Please expect to wear a mask during your treatment. The government advises to keep the activity time as short as possible and advises the use of screens and visors. Therapists delivering massages will maintain handwashing hygiene and normally will not need to wear gloves.
- All tools and equipment will be sanitised after use. This includes clippers, nippers, files and we will continue to use single-use disposable spatulas.

### **Cancellation policy**

In line with our Covid-19 flexible cancellation policy, we request notification of cancellation by 3.00pm the day prior to arrival to prevent cancellation charges. We request all cancellations are sent through in writing to us via letter/ email or fax. For non-arrivals or cancellations providing less notice than 24 hours, the full amount of your reservation less Value Added Tax will be chargeable.

### **Please note**

We are keeping abreast of the guidelines for our region relating to spas and places of leisure and follow all instructions from authorities in the event of new local restrictions. We therefore reserve the right to update our policies and procedures without prior notice, due to the ever evolving nature of the pandemic.

Please remember it is early days and some of these measures will be phased rather than instant, while we hope that more restrictions will be lifted in time. The success of this relies heavily on the cooperation of our guests, so we look forward to working together with you to make sure that we can carry on spa-ing.

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