

# Helping you feel safe at Mana Spa

## Covid-19 Guidelines

We are delighted to announce that we are re-opening our doors on Saturday 25<sup>th</sup> July to all. Our spa reception team will be on hand to help or answer any questions on our telephone line from 25<sup>th</sup> July, however if you would like to get in touch with us before this date, please contact [enquiries@manaspa.co.uk](mailto:enquiries@manaspa.co.uk)

Things will be different for a little while whilst Mana Spa continue to follow guidance from the government and the UKSA. Please be aware that our guidance may change frequently to stay in line with on-going advice. Rest assured that our commitment to our customers remains unchanged and our customers journey remains at the heart of everything we do.

At present, we are adhering to the guidance of professional spa bodies and is as follows.

- Swimming Pool and Spa pool will be open.
- Our heated rooms, steam, sauna, and aromatherapy will remain closed for the time being.
- All treatments will currently be available.

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### Welcoming You:

- Our team will still be here to welcome you with a friendly smile; however we have made some alterations to our check in procedure and kindly ask that consultations forms are completed prior to your appointment. We also ask that you do not arrive any earlier than 5 minutes prior to your appointment time, you may be asked to wait outside.
- We ask that all our guests wash their hands upon entry and exit to the spa. Your therapist will perform a cleansing hand ritual prior to your treatment.

### Providing a safe environment:

- All employee's will of undergone extensive training on hygiene and sanitization before we open our doors on 25<sup>th</sup> July. Mana Spa staff have also undertaken courses from spa bodies to achieve further qualifications in hygiene and sanitization.
- We will be re-opening with a reduced occupancy in order to achieve social distancing within the spa areas
- Our staff will use PPE as and when necessary and the use of face coverings by our customers is mandatory.

### Enhanced cleaning and sanitisation:

- Our team of spa attendants are working around the clock to keep Mana Spa sanitised and safe.

- Additional hand sanitiser stations will be available throughout the spa areas.
- As always, our spa facilities will be deep cleaned thoroughly during closing times and sanitised regularly throughout the day

#### Treatments

- Therapists will be provided with the correct PPE to undertake treatments safely
  - We kindly ask that if you, or anyone in your household is showing symptoms of Covid-19, that you rearrange your appointment with us.
  - All spa therapists will wash their hands at the beginning and the end of any treatment. Treatment rooms will be thoroughly sanitized between treatments and fresh linen will be provided at all times.
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If you have purchased a gift card with us you do not need to do anything, we have automatically extended all gift cards purchased before April 2020 to 31<sup>st</sup> December 2020.

We kindly ask that you inform us if you cannot attend an appointment due to COVID-19 symptoms for us to refund you for your appointment. This will avoid no show charges.

Please be assured that as an industry, hygiene has always been at the forefront of what we do. If you would like any further details on our Covid-19 sanitization procedures please contact Rachel at [rjbrooks@cvlife.co.uk](mailto:rjbrooks@cvlife.co.uk)

#### **Mana Spa Members**

If you are a member of Mana Spa, you will notice some difference to your usual membership procedures. We kindly ask that as our loyal members, that you are respectful to the spa's hygiene standards and processes within the spa.

The daily occupancy of our customers will be altered to ensure social distancing within the spa. This means that all guests will be limited to 45 minutes within the spa and pool areas. All of our facilities that are in use will be 2 metres apart.

All members must book their visit to the spa in advance either via our phonedlines or via our website here \*\*\*\*\*

You may book 48 hours in advance and can only offer one slot per person per day.

We kindly ask that you do not arrive earlier than your arranged slot and please be aware that you may be asked to wait outside.

Bolt on treatments remain as the following options, back massage, shoulder neck and scalp massage, file and polish on either hands or feet. We kindly ask that should you need to cancel your appointment due to Covid-19 symptoms that you let us know in advance to avoid the £10 cancellation charge. We ask that all bookings are made via phone/email where possible to avoid overcrowding in the waiting area.

Water will still be available within the spa facilities, however we ask that you do not bring in personal bottles. We will provide disposable cups for the time being.

# THE SPA INDUSTRY'S COMMITMENT TO YOU

The global spa and beauty family have embraced the following seven standards of confidence as a response to the COVID-19 pandemic. Now more than ever, managing stress and seeking a trusted, safe and nurturing environment is vital to our overall well-being.

## OUT OF RESPECT FOR OUR TEAM MEMBERS AND OUR GUESTS, WE COMMIT TO BUILDING TRUST AND CONFIDENCE BY:



Keeping the well-being of our staff and guests as our top priority



Offering personal protective equipment as required by law to protect staff and guests



Mindful and visible handwashing (both staff and guests)



Practicing physical distancing in non-treatment spaces



Staying home when ill (both staff and guests)



Verbal and visual greetings without touch



Visible and transparent promotion of sanitation and hygiene efforts

*The number one reason worldwide people visit spas is to manage stress. Given the stress of the current situation, we are committed to providing you with a space to simply relax and invest in your overall health and well-being under this new set of social norms that have been placed upon us.*



# SAFE & SANITARY SPA

## COMMITMENT TO OUR GUESTS

Meeting or exceeding all state, local and regulatory guidelines relating to sanitation and hygiene

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Prohibiting employees who have a fever or are sick from engaging with guests or guest areas

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Training employees on sanitation and hygiene standards

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Washing hands for a minimum of 20 seconds at the start and end of a treatment/service

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Allowing guests to forgo accessing communal spaces if requested

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Provide full refunds to guests unable to make their appointment due to illness with advance notice

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Fully sanitizing all treatment spaces between each service

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Always providing clean sanitized linens, towels, robes, sandals, etc. for each service

Refraining from visiting the spa if you have a fever or communicable illness

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Refraining from visiting the spa if you are under an isolation or quarantine order/directive

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Respecting the spa's sanitation and hygiene standards and processes posted within the spa

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Washing hands for a minimum of 20 seconds prior to beginning each treatment/service

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Sharing special sanitation or hygiene requests prior to arriving at the spa