

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

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

Training employees on sanitation and hygiene standards

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

Allowing guests to forgo accessing communal spaces if requested

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

Fully sanitizing all treatment spaces between each service

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

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

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

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

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