



We have worked extremely hard in making our facilities as accessible and COVID-19 secure as possible for both our therapists and clients.

### Pre Arrival

- All appointments must be pre booked - no walk-in appointments can be accepted.
- Payment must be made in full when booking
- We will require upto date contact details for all clients
- Consultations will be carried out over the phone
- Do not bring any guests when attending appointments
- If you develop any COVID-19 symptoms please do not visit and reschedule your appointment

### When You Arrive

- Wash your hands with soap & water before entering the spa
- When entering a treatment room use the hand sanistier provided
- Do not arrive more than 10 minutes before your appointment time
- If you are running late please contact us as appointment times are structured to ensure social distancing
- Maintain social distancing when possible

### COVID-19 Measures

- We have reviewed the guidance documents and adapted our treatments
- Organised appointment times to allow for cleaning between each client
- A deep clean will be carried out in all areas of the spa daily
- Therapists will wear appropriate personal protective equipment for all treatments
- Thermal spa will remain closed

