

SPA GUIDELINES COVID-19

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SECTION 1. INTRODUCTION

Safety and sanitation in the Spa business are essential for health, from preventing infection and improving employees and guest's overall well-being.

The guidelines developed in this document were created to provide comprehensive advice on Spa operations around the world during the Pandemic of COVID-19. It is with these challenges in mind that ESPA has created comprehensive suggestions on social distancing within each area of the Spa to support the business during these unprecedented times.

These guidelines are not intended to replace existing sanitation procedures, laws, licensing requirements or regulations established by local government.

SECTION 2. COMMUNICATIONS & MARKETING

This section includes suggestions on how to maintain engagement and communications with your guests during the closure of the Spa or how to start communicating once the Spa reopens.

Communications:

- As Hotels & Spas re-open around the world at different timelines, ensure the Spa website is updated with the most current information, including expected re-opening date, reduced hours of operations or limited facilities available.
- Update Spa voicemail to reflect status of the Spa and expected re-opening date.
- Open communications with employees, guests and partner vendors to keep updated on a re-opening plan and actions.
- Maintain guest engagement during the lockdown with positive and encouraging communications via social media channels.
- Create a re-opening statement with a clear and positive message that shows sensitivity to what the world has endured and the vision for the Spa & Hotel moving forward.
- Carefully choose what is relevant to communicate when making changes to operations after the lockdown is lifted, which elements of these are relevant to share based on the region, to avoid adding any fear into the Spa Journey.
- Communicate the benefits of incorporating health & well-being back into life post lockdown.
- Control the message to re-assure guests that health & safety is always at the forefront of the Spa industry. Share standard practices the business follows, or any new and updated sanitation guidelines introduced during this time.
- Share communication from the Spa industry such as blogs from industry experts, forums, research, positive news encouraging guests back to the industry. Highlight news from Spas opening in different areas of the world.

Marketing:

- Know your market and work the strengths of what attracts to your business. What are your USP's and add value to these for your guests when setting up the re-opening plan.
- Promote treatments that enhance the guest's overall well-being such as ESPA Strength & Resilience Massage, Detox Body Treatments, Positivity or Mindful Massage & Facial.
- Activate digital support for social media on the promotion of the services above.
- Due to the reduced demand after re-opening, promote services that yield higher profits. Avoid discounting if this is something you have never done. Ensure you are yielding strongly once open.
- Based on the region and severity of the outbreak, consider closing the wet-areas and only offer discounted Spa services.
- Introduce dynamic pricing for holidays, high demand times or days of the week.
- Allow appointments to start at the top of the hour, and every fifteen minutes thereafter to increase social distancing for arrivals, departures and inside the Spa facility.
- Collaborate with health & wellness experts in the region to encourage guests back to the business. Partner with social media influencers to drive awareness into the Spa.
- Communicate and promote the Spa to the most frequent and loyal guests and members by calling them directly to follow up on their health and well-being.
- Find alternative revenue streams for the Spa by creating Spa at home or Spa in guest room treatments. Create virtual skincare consultations for those guests reluctant to visit the Spa to purchase products.
- Encourage social distance measures and promote Spa In-room services.
- Promote any touchless Spa and wellness treatments such as Sensory Deprivation Pods, Meditation Salt Chambers, etc.
- Re-visit your existing marketing plan, what is still viable to use and what would need to be adapted to suit the current climate.
- Consider including an ESPA No Rinse Hand Cleanser for each guest visiting the spa, so this can be carried with them throughout the day and used as felt necessary. This will assist to provide reassurance, along with additional sanitization protocols.

ESPA will provide Spa partners additional marketing resources and initiatives bespoke to each location.

SECTION 3. RESERVATIONS & PRE-ARRIVAL

The intention of this support pack is to help provide guidance on recommended practices for Spa Reservations and Pre-Arrivals during enhanced procedures for COVID-19.

This information is to be used as a guideline and can be adapted to meet your specific spa needs. It is recommended to implement heightened Spa Operating Procedure's, during your first 3 months of re-opening. These should be reviewed regularly by Spa Management and adapted/extended as necessary.

Recommendations covered within this pack for Reservations and Pre-Arrival are:

- Reservation Procedure; Scheduling Guidelines, Scheduling Procedure, Scheduling Scripts
- Reservation Prompt Card
- Handling Contraindications, Specific to COVID-19
- Pre-Arrival Information; Digital Advanced Consultation Form, Covid-19 Spa Policies Template
- Confirming Appointments; Telephone, Email, Text Message, Room Card
- Group Bookings
- Internal Spa Reservations Hygiene SOP

Reservation Procedure

Scheduling appointments is one of the most critical tasks for the Spa Receptionist's and Reservationist's. It is a juggling act that requires knowledge, common sense and flexibility. Scheduling affects every aspect of the spa operation and it is vital that we introduce added measures addressing COVID-19, to ensure guests and employee's feel safe and protected during this period. It is recommended to follow these amended guidelines to ensure your operation runs smoothly.

Scheduling factors to consider:

- Ensure sufficient turnaround time between bookings, allowing for new Therapist and Treatment Room hygiene protocols
- Recommend treatments with minimal contact or services that can be performed over clothes for guest that may feel nervous about re-visiting the spa
- Consider limiting thermal use to one guest per booked appointment slot, with time in-between sessions for cleaning
- Ensure treatment variety is even between therapists
- Ensure bookings are evenly booked between therapists
- Ensure breaks are scheduled in-between over 3 hours of treatments
- Ensure you know what your booking limits are for each service type
- 1-hour meal-break to be scheduled during cafeteria opening hours
- Cleaning time should be included before or after a lunch break to allow for sanitization
- Consider all contraindications (as per SOP)
- Maximize spa revenues by booking high yielding treatments and utilizing off-peak quiet times
- Ensure any notes relevant to the booking are added to the reservation, for example; if a guest has mentioned they feel hesitant about returning to the spa, this should be noted so Reception and Therapists can greet the guest with extra care

Booking to Arrival Procedure

The below protocol outlines our recommended booking procedure from reservation to arrival:

1. Appointment Booking; Reservationist checks client and household symptoms within last 14 days and schedules appointment, adding any necessary notes to the booking.
2. Reservationist sends email confirmation including; Booking Confirmation, COVID-19 Spa Policies and *Advanced Consultation Form (*required if the guest has booked outside of 2 weeks prior to appointment).
3. If applicable, 7 days prior to arrival, the guest sends back the Advanced Consultation Card to the Spa to be reviewed. If no symptoms have been noted, the booking may continue as usual. If symptoms have been noted, the guest should be called to obtain further information.
4. Within 36 hours and before 24 hours of the appointment, a booking reminder should be given via; Telephone, Email, Text Message or Appointment Card to Room. This should include a further advisory regarding newly developed symptoms.
5. Guest arrives at Spa for appointment and is greeted by Reception. If the guest has booked within 2 weeks and has not completed an Advanced Consultation Form, the guest should be asked to complete this and the regular spa consultation card together.

Spa Scheduling

The below should be added into your usual booking protocol:

Include:

1. COVID-19 Spa Policy Overview
2. COVID-19 Symptom Check
3. **Amendment-** Cancellation Policy
4. **Amendment-** Send Booking Confirmation, Spa COVID-19 policies and Advanced Consultation Form.

Spa Scheduling Scripts:

Recommended Scripts	
1.	<p>COVID-19 Spa Policy</p> <p>"<Guests name>, before I provide you with recommendations, I would like to explain how we have amended our operating procedures, in response to COVID-19. These amended procedures have been implemented to ensure our guests are safe and protected throughout their spa experience. Do you have time for me to explain these to you?"</p> <p>"We have introduced new policies for reservations, meaning I will need to ask you some additional questions during the booking. If your booking is outside of 2 weeks prior to arrival, we ask for a digital consultation form to be completed and returned 7 days prior to your appointment. Our hygiene protocols have always been of the highest standards and we have introduced additional sanitising procedures throughout the spa. These are outlined in the pre-arrival information email. We would like to provide you with as much information as possible prior to arrival, so on the day, you can fully immerse yourself into the spa experience."</p> <p>"Do you have any specific questions at this stage regarding our policies, that you would like to ask me?"</p> <p>"Are you happy to continue with your booking?"</p>
2.	<p>COVID-19 Symptom Check</p> <p>If the appointment is within 2 weeks of scheduling:</p> <p>"<Guests name>, I now need to check if you have any medical conditions that may affect your treatment or visit. Please be assured that all information will be held confidentially in line with Data Protection and GDPR." (EU only) (HIPPA USA)</p> <p>"May I ask if you or any member of your household has had any of the following symptoms in the last 14 days, including minor; Fever, Cough, Breathlessness, Headaches, Sore Throat?"</p> <p>If the appointment is outside of 2 weeks of scheduling:</p>

	<p>“May I ask if you or any member of your household has had any of the following symptoms in the last 14 days, including minor; Fever, Cough, Breathlessness or Breathing Difficulties, Headaches, Sore Throat?”</p> <p>“Thank you for providing this information. As your appointment is scheduled for <xx weeks/months> time, we will ask you to complete a digital Advanced Consultation Form 7 days prior to arrival.”</p>
3.	<p>Cancellation Policy</p> <p>“We have a cancellation policy 24 hours before your scheduled appointment, so please keep this in mind should you wish to cancel or amend your booking.”</p> <p>“Should you feel unwell or develop any symptoms within 24 hours of your appointment, the cancellation charge will be waived, as the wellbeing of our guests is our priority. If you are unsure whether to attend your appointment, please call the spa so we can advise you.”</p> <p>Or</p> <p>“We have a cancellation policy 24 hours before your scheduled appointment. This policy is applied at the discretion of the spa.”</p>

Handling Contraindications

As a recommendation, any guest who has displayed the following symptoms a; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 14 days should be recommended to reschedule their appointment until they and their household members have been cleared of symptoms by 14 days, unless these symptoms are due to pre-existing medical conditions.

Countries, local authorities and individual hotel organisations may have different advisories regarding what is acceptable, in terms of, recent symptoms and safe timeframes of returning to spa's and public areas. It's important to check and understand what advice is relevant for your spa and hotel protocols.

Reservationist's are not expected or qualified to diagnose and issue advice regarding any individual's health. Should a guest ask for advice they should be referred to contact their doctor or local health service.

COVID-19 Symptoms as reported by WHO (World Health Organisation)

Common symptoms include:

- High temperature/fever – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous dry cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Tiredness

Other symptoms include:

- shortness of breath
- aches and pains
- sore throat
- Very few people will report diarrhoea, nausea or a runny nose
- Loss of sense of smell and taste

Scenario Examples:

Booking Time Frame	Guest Response	Reservationist Response
<p>Within 7 days</p>	<p>If guest answers yes to any symptoms directly or within household</p>	<p>Obtain further information:</p> <p>“Can I ask which symptoms have been experienced?”</p> <p>“To your knowledge are these due to any pre-existing medical conditions?”</p> <p>If symptoms are not common for the guest and they’ve been present within 7 days, it is recommended that the appointment be rescheduled until 7 days have passed with no symptoms.</p> <p>If symptoms have been displayed by a member of the household, it is recommended that the appointment be rescheduled until 14 days have passed with no symptoms.</p>
	<p>If guest answers no</p>	<p>Proceed with booking. Appointment reminder should follow within 36 hours before with additional symptom reminder. Advanced Consultation Form can be completed at booking (within 36 hours) or completed upon arrival.</p>
<p>Within 2 weeks</p>	<p>If guest answers yes to any symptoms directly or within household</p>	<p>Obtain further information:</p> <p>“Can I ask which symptoms have been experienced?”</p> <p>“To your knowledge are these due to any pre-existing medical conditions?”</p> <p>Add the additional information to the reservation and ask the guest to complete the Advanced Consultation Form two days before arrival. If no symptoms have been displayed within 7 days, the appointment can continue. (dependant on hotel policy).</p> <p>If symptoms are displayed by a member of the household, it is recommended that the appointment be rescheduled until 14 days have passed with no symptoms.</p>
	<p>If guest answers no</p>	<p>Proceed with booking. Advanced Consultation Form can be completed 7 days prior or completed upon arrival. (dependant on hotel policy)</p>

Before 2 weeks	If guest answers yes to any symptoms directly or within household	<p>"To your knowledge are these due to any pre-existing medical conditions?"</p> <p>"As your appointment will be in <xx weeks/months> time, we require you to please complete an Advanced Consultation Form 7 days prior to arrival, so we can check that you have been symptom free for 7 days." (this is also required if any member of the household as experienced symptoms)</p>
	If guest answers no	Proceed with booking. Advanced Consultation Form to be completed 7 days prior.

Pre-Arrival Information

Advanced Consultation Form (Digital)

It is recommended to send the Advanced Consultation Form to all guests who are booking outside of 2 weeks before their appointment. It is recommended that the guest is asked to return the digital consultation form 7 days prior to arrival. The spa should review each form and add necessary notes to the reservation or follow up with the guest to obtain further information if symptoms have been displayed.

If the guest has booked within 2 weeks of their appointment the Advanced Consultation Card should be completed upon arrival with the usual consultation form as symptoms would have been checked at the time of booking. It is at the spa's discretion if they wish for all guests to complete the form before arrival at the spa.

COVID-19 Spa Policies

Guests should be advised prior to arrival, the spa's specific measure's relating to COVID-19. This should be included in the confirmation email and saved as a PDF.

Confirming Appointments

All appointments should be confirmed before 24 hours and within 36 hours of the reservation.

Type of Guest

- Hotel Guest (in-advance) - Offer phone or email confirmation
- Hotel Guest – (in-house) - Send appointment card to room
- Local Guest/Member - Offer phone or email confirmation

Telephone Confirmation

- Guests should not be called to confirm if they have scheduled their appointment on that day
- Confirm appointment details
- "I can confirm that we have received your advanced consultation form over email. May I please check if this information has remained the same or if there are any changes that you would like to make us aware of?"

Leaving a Voicemail

- If you need to leave a voicemail to confirm an appointment, please use the following guidelines:
- Usual spa greeting and appointment confirmation

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- “I can confirm that we have received your advanced consultation form over email. If any information has changed within the last 7 days, we ask that you please notify the spa before arrival, so we can obtain further information and advise you accordingly.”
 - “Should you have any questions please don’t hesitate to ask”
 - “We look forward to welcoming you to (name of the spa)”

Text Message Confirmation

- Text message reminders should include a check for any newly developed symptoms within the last 7 days.
- If this text cannot fit into your appointment reminder, a second text should be generated specific to COVID-19.
- Examples of text messages below:
- First Text ‘<Guest name> you are booked for <treatment/package> on <date> at <time>. Please arrive at least 15minutes prior. Should you need to cancel please call <number>.’
- Second Text ‘Your Safety is our Priority. If you have felt unwell in the last 7 days, please call the Spa before arrival on <number>. Thank you <spa name>’
- Or ‘If you have any of the following within the last 7 days, please contact the spa before arrival; Cough, Fever, Breathlessness, Headaches, Sore Throat <number>’

Appointment Card to Room

- Usual Spa Appointment Reminder to be dropped at the room before 24 hours of appointment.
- Where possible, additional text to be added to the appointment card as outlined below. Alternatively, a second card should be left with the appointment card as a final symptom check before arrival.
- “If you have developed any of the following symptoms; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 7 days, please contact the Spa via the speed dial button <Speed Dial Name/Number> before arriving for your appointment.”

Email Confirmation

The below text should be included into your email reminders. These should be on company headed paper or templates. The text in greyscale should be amended accordingly. Recommended font size can be reduced from 10 to 9.5 to allow for the additional text.

COVID-19

We would like you to relax during your visit and immerse yourself into the Spa Experience. For this reason, we have taken extra measures to safeguard our guests prior to arrival. We kindly ask the following:

For the safety of our guests and employees, if you or a member of your household has developed any of the following symptoms;

Cough, Fever, Breathlessness, Sore Throat, Headaches within the last **7 days** please contact the Spa **prior to arrival** of your appointment or facility use, so we can obtain further information.

As a gentle reminder, if you or any member of your household has recovered from any of these symptoms within the last **14 days** we recommend you call the spa prior to arrival.

If you have any questions, please do not hesitate to contact us and we look forward to welcoming you (back) to the Spa.

Group Bookings

It is recommended to reduce group bookings in line with your spa's new policy and capacity levels during the first 3 months of re-opening. This is to be reviewed regularly and adapted/extended when necessary.

Reservationists should continue to obtain the following information upon enquiry:

Information to Obtain when Booking in a Group

- Number of expected guests
- Requested date of the event
- Time available
- Estimated price per person to be spent
- Therapist availability on the requested date
- Type of treatments requested
- Do they require lunch?
- Contact person, telephone number and email
- Symptom check applying to all individual group members
- Reservationist to pass all details onto the Senior Reservationist/ Receptionist or Assistant/Spa Manager to review the booking and decide if the booking will be accepted.
- Guest to be contacted and booked or offered alternatives accordingly.

Internal Staff SOP

As precautionary measures during the first 3 months of re-opening the reservation team should adhere to the following guidelines:

Work Stations

- Where possible and in accordance with your hotel policy reservation stations should be 2 meters/ 6 ft. apart.
- Where possible workstations should not be shared unless sanitized between use.
- Headsets, telephones and desks including; keyboard, mouse, laptops and stationary should be sanitized before the start of each shift and at the end of each shift.
- Hand sanitizers should be available at each workstation.
- Hands should be sanitized before coming into contact with guests/employees including handling letters of confirmation/information and before preparing mail to be posted.
- If sharing a workstation, a sanitization check list is recommended for before and after shifts. Reservation supervisor is to ensure these logs are being completed daily.

SECTION 4. SPA RECEPTION & SPA BOUTIQUE

The use of personal masks is accepted for all Spa employees in accordance with local regulations.

- Create a welcome ritual for each arriving guest that includes a warm, moist hand towels which also includes hand sanitizer.
- Sign to be placed at the Spa Reception outlining the increased sanitization policies, should guests wish to review these.
- Each employee uses their own pen during shift and commit only to using their pen. If needed, flag pen with tape labelled with employee's name. Guests pens are sanitized after each use.
- Ensure each employee maintains their own workspace and does not use each other's workspace. If unavoidable, sanitize area before/after use.
- Add a HEPA air purifier to all Spa areas.
- Place a UV sterilizer machine near the front desk to disinfect small items overnight.
- Place hand sanitation stations and wipes around the Spa for guest and employee use.
- Practice social distance measures by marking floors in the Spa reception. Based on Spa size and lay-out configure Spa check-in to one area and Spa check-out to another area.
- Ensure all workstations maintain social distancing guidelines.
- Consider limiting the amount of time guests can use the locker room facilities to avoid overcrowding.
- Wipe down all surfaces after use including: telephones, desk, keyboards, credit card machines, mouse, etc. with disinfectant spray/wipes
- 1x per hour: Wipe down guest's side of the desk, including pull out trays, folio folders, pens, etc.
- Every 30 minutes and depending on traffic volume, clean and disinfect all door handles and high contact areas.

Retail:

- Remove all testers from Spa boutique including skincare, body products, make-up, jewelry. A basket of top 20 product testers should be kept behind the reception. A sign should be placed within the retail display advising guests that testers are available at the Spa Reception.
- 1x per hour: Wipe down and disinfect items touched by guests

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- As a precautionary, inventory deliveries should not be opened immediately after receiving, unless PPE is worn, and items are immediately wiped down.
 - Do not allow guests to try on apparel or disinfect tried-on items after guest departure.

SECTION 5. LOCKER ROOMS, WET AREAS & RELAXATION LOUNGES

- Tour of the locker rooms are conducted after the guest has changed into robe and slippers to avoid the guest walking with their shoes around the wet areas.
- Lockers must be assigned to each guest in consideration of social distancing guidelines.
- All lockers should be pre-locked to avoid guests from changing assigned lockers or from touching contents inside lockers.
- Based on Spa size and region, each locker should contain individually wrapped amenity kits. If this is not an option, vanity areas should only contain the essentials to be used each day (razors, Q-tips, disposable hair combs, cotton rounds, etc.). Alternatively, all amenities can be removed with a notice advising these are available upon request from the Spa Reception or Spa Attendant.
- Remove mouthwash and toothbrushes from vanity area, only offer upon request.
- All areas should contain hand sanitation station & sanitation wipes.
- Lockers must be sanitized after each use by the attendants.
- Attendants must wear proper PPE such as gloves and masks when removing dirty linen and items from linen baskets or trash cans.
- All door handles and doors must be sanitized on a regular basis. It is recommended once every 30 minutes.
- 1x per hour: Clean and disinfect vanity area.
- Depending on region and severity of the outbreak, steam rooms, saunas, inhalation rooms, ice rooms, Jacuzzis & indoor pools should not be available for guests to use. If these facilities are not available, consider adjusting treatment prices to reflect the lack of facilities.
- If wet areas are available for use, consider social distancing measures such as, limiting the number of guests allowed to use steam room, sauna, Jacuzzis at one time. This information should be displayed and provided to guests during their Spa Tour and members should be notified in their monthly newsletter.

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- Ice rooms, ice fountains, inhalation rooms should not be available due to the mild/cold temperature and humidity.
 - Ensure all guests wear towels while using thermal experiences.
 - Ensure wet areas are set to the correct temperatures as high temperatures are known to kill germs and common viruses

Steam Room (110-115 F; Sauna 150-175 F; Infrared Sauna 120-130 F; Jacuzzi 100-104 F; Cold Plunge 50 - 55 F)

Steam Room (45 C; Sauna 50 - 75 C; Infrared Sauna 40-60 C; Jacuzzi 37-40 C; Cold Plunge 10-12 C)

- Sterilize all areas overnight by utilizing ozone machines or appropriate chemicals.
- Consider limiting thermal use to one guest per booked appointment slot, with time in-between sessions for cleaning

Relaxation Lounges:

- Where possible, space out all furniture to comply with social distancing guidelines.
- Remove blankets, neck pillows and extra cushions from lounges and chairs.
- F&B offerings must be individually wrapped and single use. Offer fruit options that peel off such as bananas, oranges, grenadines. Remove apples, pears, etc.
- Headphone for TV's must be cleaned and sanitized after each guest.

SECTION 6. TREATMENTS & TREATMENT ROOMS

The recommendations below are in addition to existing cleaning and sanitation guidelines already in place. The use of personal masks is accepted for all Spa employees should this feel necessary in keeping with local authority recommendations. If a service provider chooses to wear a mask during a treatment the guest must be advised during the consultation. Suggested script "To provide you with reassurance during your treatment today, I am going to wear a face mask while I perform your service".

It is recommended that disposable masks are available at the Spa upon guest request. Spas must follow local laws and regulations relating to personal protective equipment.

- Recommend to all guests to shower pre & post treatments.
- Based on region, eliminate handshake introduction and replace with a right hand to heart gesture or Thai greeting - palms pressed together in a prayer-like fashion.
- Create a welcome ritual by offering a warm and moist hand towels which also contains hand sanitizer.
- Ensure treatments have 30 minutes in between each service to allow for treatment room cleaning and sanitation. Provider must wipe down counters, bottles, cabbies, jewellery box, head rests and treatment tables.
- Providers must spray and sanitize all skincare bottles and products used after each treatment.
- Remove from treatment rooms: bed skirts, duvets, pillows, runners, table warmers and mattress pads. All linen in the treatment bed must be used and washed after each guest.
- As a recommendation, employees should keep a spare clean uniform at work, so they can change during their shift if they feel it is required. Disposable aprons or gowns are acceptable as long as they are in keeping with 5-star presentation standards and do not cause noise during the service. Alternatively, providers should clean and disinfect their uniforms by spraying a skin safe disinfectant after each treatment.
- Each employee uses their own pen during shift and commit only to using their pen. If needed, flag pen with tape labelled with associate's name.
- Maintain HEPA air quality machine in each treatment room (alternate with OOO treatment rooms if necessary)
- Provider washes their hands before and after the treatments.
- Ensure autoclave cleaning is utilized with bags for additional measures. Ensure each autoclave bag is opened during the guest service (allow guests to see implements are in autoclave bag for added measure)
- Based on Spa size and availability, ensure providers alternate treatment rooms to avoid using the same room and allow treatment rooms to air out.

- Follow social distancing measures for service providers and Spa employees inside the employee lounge, linen rooms, spa back of house areas.

Personal Protective Equipment (PPE)

If masks are used by spa employee's, the below guidelines should be adhered to as recommended by the World Health Organisation. Spa Managers/Directors should organise relevant Health and Safety Training for the whole team.

How to wear a mask correctly:

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.

For downloadable posters which can be used back of house, visit:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

For further advice and information follow your local authority recommendations.

SECTION 7. FITNESS CENTRE & FITNESS CLASSES

- Based on the region and facility, encourage all fitness classes to take place outdoors.
- Establish maximum numbers of guests per fitness class to ensure guests can practice social distance.
- Each studio equipment/mat needs to be 2 meters / 6 ft. apart at all times.
- Provide additional disinfectant products – antibacterial wipe dispensers and hand sanitizers in all areas of the fitness centre. Educate and encourage guests to clean and disinfect their own equipment before and after use by placing signs near the sanitation stations.
- Classes to be setup prior to the class starting due to people not having to crowd around one area to collect equipment.
- Re-arrange cardiovascular gym equipment to ensure there is 2 meters / 6 ft. apart between each of them. This includes treadmills, stationary bikes, ellipticals, stair climbers, etc. If spacing equipment or removing it from the fitness centre is not possible then limit the amount of equipment that can be used by creating out of order signs and unplugging each machine.
- Signage regarding social distancing and communication to guests to reiterate that if they are feeling unwell, they should not be using the fitness centre or fitness studio.
- Determine the maximum number of guests that can be present at once in the fitness centre in order for everyone to practice social distancing measures.
- Ensure attendants are cleaning and disinfecting all fitness centre equipment on a regular basis and removing dirty towels with appropriate PPE such as gloves and masks.
- Remove all F&B offerings from the fitness centre except for bottled water.
- Consider placing ozone machines overnight to clean and sanitize the area.

SECTION 8. HUMAN RESOURCES

Based on region and location the following recommendations from the CDC - Centers for Disease Controls should be incorporated.

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

Additional Measures:

- Pre-Screen: Employers should measure the employee's temperature and assess symptoms prior to them starting work. Ideally, temperature checks should happen before the employee enters the facility.
- Regular Monitoring: As long as the employee doesn't have a temperature or symptoms, they should self-monitor under the supervision of their employer's occupational health program.
- If employee tests positive for COVID-19 ensure contact tracing is performed for employees and guests who came in contact with the infected employee.

SECTION 9. ADDITIONAL RESOURCES

Below are some additional resources from leading spa associations that we have collaborated with or articles which you may find useful:

iSpa

<https://experienceispa.com/covid-19-info/2-uncategorised/400-reopening-resources>

European Spa Magazine:

<https://www.europeanspamagazine.com/>

European Spa's rapid-response **Spa Crisis Management Plan**, has been produced free-of-charge, to help Spa Leaders in UK, Europe and globally. Sign up here:

<https://mailchi.mp/spapublishing/spacrisismanagementplan>

Professional Beauty UK

<https://professionalbeauty.co.uk/site/Coronavirus-Resources-Salons-Spas/>

UK Spa Association

<https://www.spa-uk.org/covid-10/co>

World Press

<https://sparevmanagement.wordpress.com/2020/04/23/strategic-reopening-plan-post-covid-19-spa-and-wellness-industry/>

Hairdressing & Beauty Salon & Barber Trade Association

<https://www.nhbf.co.uk/coronavirus/>

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