

WEST SPA

URBAN **SPA** URBAIN

COVID-19 PROTOCOL

Dear Client,

To ensure your health and safety and that of our employees, our team has worked hard to put new procedures in place.

Prior to your next appointment, please read the following new practices at West Spa which adhere to the regulations issued by the Government of Quebec and the CNESST to reduce the risks and spread of Covid-19.

We thank you immensely for your understanding and cooperation and look forward to seeing you soon!

Be Safe,
West Spa Team

CLIENT PROTOCOL

- Wearing a mask is mandatory. If you do not have your own, you will be able to purchase one for 2\$ at reception.
- Please be on time for your appointment. When you arrive, please wait in your car and call reception to let us know that you are here. You may only enter the building when we advise you to do so and not before. If you wish to purchase a gift certificate please follow the same protocol.
- Disinfecting your hands upon entry is mandatory. A hand sanitizer station will be present at reception.
- You will be screened and questioned for COVID-19 symptoms upon check-in.
- Please respect physical distancing measures in common areas during your visit.
- We kindly ask that you do not touch the products on display, a team member will be very happy to assist you.

STAFF PROTOCOL

- Employees will be screened and questioned for COVID-19 symptoms on arrival.
- Our team has been trained in proper disinfecting practices and protocols.
- Wearing a mask is mandatory for all employees.
- A visor or protective glasses and gloves will be worn depending on what services will be provided. With the exception of visors and protective glasses, gloves will be changed between clients.
- Our team will be practising frequent hand washing and physical distancing as much as possible.
- Between clients, our staff will disinfect all equipment and tools used for treatments.

ENVIRONMENTAL PROTOCOL

- Hand sanitizing stations will be placed at various locations in the spa including the reception area.
- Common areas will be cleaned several times a day.

- Protective dividers have been added to our reception area, as well as to our manicure and pedicure stations.
- Our manicure stations have been rearranged to meet the physical distancing requirements.
- Our reception area is no longer a waiting room. We kindly ask that you respect physical distancing rules upon check-in and checkout.
- Refreshments will no longer be offered at this time.

PLEASE NOTE

- Due to the new health and security measures enacted by the government of Quebec and CNESST (such as procuring PPE, augmenting sanitizing and disinfecting products, adding protective panels and hand and hand sanitizing stations, as well as increased time between clients to clean and disinfect equipment) we have had to increase our prices based on sustained costs to meet these new requirements.
- During these difficult times we need to be very vigilant and respectful for everyone's safety. If you are not feeling well, we ask that you please cancel and reschedule your appointment.
- Thank you again for your comprehension and support, and we look forward to welcoming you back to West Spa.