

CLIENT EXPECTATIONS

We will be following all government regulations as well as our industry standards, plus extra measures of our own that we see fit to ensure added safety. To ensure everything runs smoothly and everyone is kept safe, please carefully review what we expect from you.

Please do not enter the spa if you have the following: sore throat, fever, cough or any other flu-like symptoms. **You will be required to complete a Client COVID-19 Screening Questionnaire & Waiver when you arrive for your appointment**

Employees absolutely will not be allowed to work if showing any flu-like symptoms

Please do not show up for your appointment more than ten minutes before. If you do and we are not ready for you, you will be asked to wait outside or in your car. If you arrive and someone is in the vestibule, please wait outside until the vestibule is cleared.

Only those with appointments will be allowed inside at the time of appointment.

HAND SANITIZER will be available as you walk in and when you leave – please use it.

MASKS are mandatory for staff and clients. If you do not have one, we have a disposable mask for you.

PERSONAL BELONGINGS will be stored in a single-use, disposable bag during your appointment. Consider keeping your personal belongings to a minimum.

CLIENT FOOD / BEVERAGES are not permitted at this time

OUR LOUNGE is closed at this time

CONTACTLESS PAYMENT TRANSACTIONS are encouraged to limit touch where ever possible (debit or credit card). We do accept e-transfers. Cash payments are discouraged. Gratuities on debit or credit cards will no longer be accepted. If you wish to leave a gratuity for your aesthetician, we kindly ask you to place cash in an envelope with your aesthetician's name on it. Envelopes are available at reception.

We sincerely appreciate your patience and understanding as we adapt to the many changes required to operate safely and keep our doors open.