

Dear St Julien Spa Guests and Family,

Current Spa services that we provide are: Hair cuts, hair color, Manicures, Pedicures Massage and Facials.

Our top priority has always been to bring an unparalleled safe experience of healing and rejuvenation to our guests, and our resolve is stronger now than ever before. Our team has been hard at work to raise the bar of hygiene and sanitation, as well as considering every step of treatment processes to ensure we meet your needs in a focused and safe manner that is in accordance with government guidelines.

### What you can expect:

- Reduced hours, open 9am to 5pm Sunday-Saturday. Due to guidelines for Spas, we are unable to provide amenity use to Spa Guests such as: Steam Room, Sauna, Pool, Jacuzzi or Fitness Center.
- All customers and our staff are required to wear a mask while in our Spa. If you wear your own mask and you are having a hair appointment, it must be the type that loops over your ears rather than behind your head. If you do not have one of these, we will provide one for you at the door. For Massage and Nail appointments, either type of mask is acceptable but know we can provide a mask as well. If your mask is not acceptable, we will ask you to wear our provided mask. Masks must remain on during the entirety of the service for massage, hair and nail services. Facial services now allow guests to receive the service without a mask, but the Esthetician must wear a face shield in addition to a mask.
- Please park your car 5 to 10 minutes prior to your service and wait to enter until you receive a phone call from our staff. Sitting in waiting areas are prohibited, including the relaxation lounge, at this time and we are allowed a maximum of 10 people in the Spa at any given time which includes employees and guests.
- If having a hair service, please come with freshly washed and dry hair.
- Upon check in, we will ask you the COVID-19 screening questions, take your temperature with a touchless thermometer, and have you sign our Health Screening Form.
- Your service provider will give you verbal confirmation that their hands have been washed immediately prior to the start of your service and we will ask you to wash yours immediately prior.
- We have removed many shared surfaces (magazines, pillows, blankets, Spa menus, etc.) and we ask that you do not touch the Nail displays or retail products without wearing gloves.
- Communal snacks and drinks are no longer offered and we cannot provide ordered food or beverage during your service. This is due to the requirement of keeping your mask on and health order requirements to not provide any food or beverage on premises. If you wish, you can

purchase a “to go” beverage but you must wait to drink it until off property if it contains alcohol, and if a non-alcoholic option, you must wait until having left the Spa.

- We now have a Touchless Payment system. We will verbally ask if you would like to leave something/gratuity for your provider. There will be no cash payment transactions onsite. All payments will be collected via credit, debit or gift cards and encourage mobile wallet.
- If you wish to enter the Gift Shop, only two persons allowed at a time, and you must be wearing gloves. Gloves are provided at the Spa Reception Desk.
- Massage service types are limited at this time due to regulations on wearing masks. We are performing 50 minute massages at this time only, and offer Classic Swedish, Deep Tissue, and Colorado Bliss/CBD as well as Prenatal Massage.

### Procedures your Massage Therapist/Esthetician/Stylist/Nail Technician will follow:

- All employees will have their temperature checked prior to each shift. They will be required to go home if they have a fever or show signs of illness.
- We allow a full 15 minutes between appointments to thoroughly sanitize and disinfect the work station and treatment room. This is done before and after each appointment and with products that specifically disinfect against Covid-19(Coronavirus).
- Salon staff will wear PPE in the form of face shields to the all staff requirement of face mask wearing gloves. All Staff will change gloves and wash hands between each guest.

### What we ask of our Guests:

- Arrive alone for your appointment. We ask that you do not bring children, pets, or anyone else so that we can follow the max 10 person rule. Due to the max 10 person rule, we will not be accepting appointments for children that need to be accompanied by a parent unless the parent is booked at the same time with another Stylist or Nail Technician.
- We ask that you leave drinks, food, jackets, coats or any other items unneeded for the appointment in your car in order to ensure the safety of our stylists and other guests.
- Respect the spa’s sanitation and hygiene standards and processes posted within the spa and shared by employees.
- Wash hands prior to beginning each treatment/service.

## **Our Guest Waiver/Health Screening questions:**

(Please read over and be prepared to answer upon arrival, have your temperature taken, as well as provide a signature)

**• Do you or a household member have a fever, COVID-19 symptoms or a communicable illness?**

**Yes or No?**

**• Are you or someone you live with under an isolation or quarantine order/directive?**

**Yes or No?**

**• Do you have any of the following: Fever, Cough, Shortness of Breath, Other symptoms such as Loss of Sense of Taste or Smell?**

**• Do you have any other communicable conditions (such as planters warts, toenail fungus, athlete's foot, or any other transmittable illness or disease)?**

We realize this is quite different than the experience you once knew and loved about our Spa. We are hopeful that as time goes on we will be able to get closer to our previous normal. We truly appreciate your support at this time.

If you have any questions, please don't hesitate to contact us at 720-406-8218. Thank you again for choosing to support Spa at St Julien.

Sincerely,

The Spa at St Julien Team