



# HEALTH & SAFETY GUIDELINES

Alderbrook Resort & Spa considers the health and safety of our guests, team members, and community our highest priority. We have spent the past several months learning and developing new protocols for hygiene and safety for the new normal. The following guidelines support our safe & clean initiative – & provide details on what to expect at your next visit.

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- We ask any guest feeling unwell or having COVID-19 symptoms to call the Spa in advance and cancel your appointment until you have recovered.
  - Appointment times are staggered to ensure guest overlap is minimized
  - Guests and Team Members are advised to wear face masks in the Spa. Masks will remain on through the duration of the service, apart from guests receiving facials.
  - During facials, our staff will be wearing face shields for an extra layer of safety.
  - All staff will regularly wash / sanitize their hands.
  - Our Relaxation Room is temporarily closed after Spa treatment. Guest will arrive at their designated check in time (15 minutes prior to appointment) and once service is completed, guests may exit the Spa or move to the Pool area.
  - All services are dependent on completion of the New COVID-19 Health Screening Waivers
  - Each guest will be sent a waiver via email prior to the date of their appointment to bring with them for service. Guests must bring waiver for service.
  - All guest linen and amenities have been removed from locker rooms to decrease touch surfaces.
  - Guests have the option to use pre-stocked showers as needed.
  - Tea and water stations have been removed.
  - Boxed water stations are available for guest consumption.
  - Staff will frequently disinfect and sanitize treatment spaces
  - Down time between each guest has increased to 45 minutes
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