



## **Coronavirus Statement – Welcoming you back safely**

02 October 2020

In order to keep our exceptionally high standards and for you to have the Spa Break or Spa Day that you deserve we have carefully examined every area of our business and we are pleased to announce that we are fully open and COVID-19 Safe.

To keep you and our wonderful team safe and to give you confidence during your visit we have put in place some special measures that will guarantee a safe and secure break or day without taking away what a visit to a spa should be – enjoyable, comfortable and, above all, relaxing.

### **Pre-Arrival**

We will e-mail you a Pre-Arrival Consultation Form which we would ask you to complete and return to us prior to your visit. We would also kindly ask you to advise us of your arrival time in advance please.

### **Arrival**

As always, we will be there to greet you and bring in your luggage as required. A screen has been placed at Reception and, yes, we will be wearing face coverings but we will still take you to your room and settle you in. Your key will have been sanitised and will already be in your room.

### **Face-Coverings, The Team & You**

For everyone's safety, all team members will be wearing masks and/or visors and gloves if appropriate. All staff members have undergone COVID-19 training and know the procedures should they show any symptoms. Staff temperatures will be checked before their shift and anyone with symptoms or who has a family member with symptoms will be asked to self-isolate in line with PHE guidelines.

**You will be asked to wear a face-covering in all public areas** including whilst waiting for treatments and in salon areas. You do not need to wear your face-covering whilst sitting to eat, in spa facilities (except for the Relaxation Room) or whilst exercising. The Law requires you to wear a face-covering during treatments except where the treatment requires the face-covering to be removed.

### **Bedrooms**

On top of our usual high levels of hygiene, extra time will be given to allow for the enhanced cleaning measures that have been put in place including sanitising of TV Remotes, switches and all contact or touch points in the room.

We have temporarily removed unnecessary soft furnishings and the information folder in your room. You will now find temporary room information on a laminated sheet along with other details regarding treatments etc... These don't look as nice but they are easier to clean and sanitise.

In line with current guidelines, there will be entry restrictions to your room for anyone other than yourself. Servicing will only be carried out as required on longer stays; this will not be daily. If we do have to enter your room for servicing or for any maintenance, we will wear appropriate PPE and we will have to ask you to leave the room to maintain social distancing.

### **Treatments**

In line with government advice, strict guidelines are in place but we are very pleased to announce that all "close-contact" treatments are now back on the menu - including all those lovely facials!

All of our therapists have carried out COVID-19 Professional Beauty Industry training whilst off and will be wearing appropriate PPE including gloves, masks and visors as required.

Additional time will be given between clients to allow for treatment areas to be cleaned and sanitised properly. This may lead to treatments being booked through slightly differently during the day but we will keep changes to a minimum.

If you have any questions please remember that we are here to help and are very happy to discuss any issues or concerns that you may have.

### **Changing Rooms**

Our changing rooms will remain temporarily closed other than for essential use and for access to other facilities.

Guests will be asked to change into their robes prior to departing their rooms for treatments. We would also kindly ask that you shower in your room rather than in the changing rooms.

### **Waiting for treatments**

Guests will be asked to wait in the Guest Lounge prior to treatments from where you will be collected by your therapist. Please do not go directly to the salon until invited. We would ask that guests maintain social distancing whilst waiting.

### **Spa Facilities**

Following the most recent change to government guidelines, we are very pleased to announce that our sauna and steam room are now open again. The spa pool, steam room and sauna be booked for individuals or those in a "bubble" for private use. We simply ask that everybody abides by the usual social distancing rules and keeps to the time-slot given.

We deep-clean these facilities at the beginning and end of the day and have a strict, regular cleaning routine during the day and between sessions.

Our Relaxation Room will be open but will have pre-booked times if required. We have temporarily removed magazines and other reading material along with soft furnishings, blankets etc...

All spa areas will be subject to enhanced levels of cleaning and sanitisation at regular intervals.

### **Laundry**

All linen is sent out for commercial, professional cleaning at high temperatures and with sanitising products. Towels and robes are laundered in-house at correct temperatures using Halo Commercial non-bio products proven scientifically to kill viruses.

Although we will continue to provide robes you are very welcome to bring your own if you prefer.

### **Enhanced Cleaning**

New and enhanced cleaning and sanitising protocols have been put in place for all public areas including the spa and gym as well as guestrooms and on all “touch-points” throughout the building. There will be regular extra-cleaning throughout the day.

### **Sanitisation Stations**

Throughout the Spa you will find sanitising stations and hand-washing facilities. Please remember to wash your hands regularly; before and after treatments, dining and when re-entering or leaving the building.

### **Social Distancing**

The age and layout of our lovely Victorian villa means that we are unable to put in place a one-way system so we kindly request that you stay ideally 2 metres (or 1+ metres as a minimum) from other guests. In public areas such as corridors we ask that you respect social distancing measures and allow other spa users to pass in appropriate places.

### **Reading Materials**

As we are unable to provide you with any books or magazines at this time please remember to bring your own with you.

### **Group Bookings**

At this time, the maximum group size for any group staying or on a Spa Day is 6 people. As soon as we can allow larger groups we will of course do so.

### **Departure/Final Bill etc...**

Your final bill will be e-mailed to you or delivered to your room the evening before your departure. You can settle your bill, as always, by credit or debit card (our card machine will be sanitised before and after each use) or by bank transfer if you prefer.

### **If you become ill before your Break or Spa Day**

Should you or a member of your household become unwell or show symptoms of COVID-19 before you are due to visit, we would ask you not to travel and to call us to postpone your visit. You should then follow PHE guidelines.

We have put in place temporary cancellation policies should you need to postpone your visit. We are very happy to transfer your booking to a later date within 6 months of your initial visit. We are unable to offer a refund in these circumstances.

### **If you exhibit symptoms during your stay**

Should you show any symptoms of COVID-19 during your stay, we would ask you to stay in your room and contact us by phone. You should then contact the relevant authorities to arrange a test. Actions following this will depend on the outcome of the test.

We hope that you can see that we are making every effort possible to make your visit as safe and secure as possible and please be assured that we will continue to adapt to any changes in government guidelines as they occur.

We look forward to seeing you soon.

*Suzanne & Steve*