



## Coronavirus Statement – Continuing to keep you safe

19 July 2021

Even though there have been changes to government advice, we are going to keep the following protocols in place for the time-being. This is for the health and safety of our guests, our colleagues and the wider community.

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’re Good to Go” and COVID-19 Confident.

### 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. The form asks you to make a declaration about your health and reminds you what you should do if you or a family member become unwell 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 we will continue to wear face coverings but we will still take you to your room as required and settle you in. If you are staying with us your key will have been sanitised and will already be in your room.

Although we will already have all your personal details, we do still have the Government’s Test & Trace App on display and we would encourage you scan your app if you have it.

### Face-Coverings, The Team & You

In order to keep you and all team members safe, we will continue to wear face-coverings and masks as 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.

Published guidance is clear that the wearing a face-coverings reduces the risk of spread of Covid-19: **We would be grateful if you continued 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.

### 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 do not look as nice but they are easier to clean and sanitise.

Servicing of rooms will resume for longer stays; this will not be daily and will not take place should you not require it. If we do enter your room for servicing or for any maintenance, we will wear appropriate PPE and may have to ask you to leave the room to maintain social distancing.

### **Treatments**

All treatments are now available - including those lovely facials! - but we have had to make small adaptations to a couple of treatments. Details of these are on our website.

All of our therapists have carried out COVID-19 Professional Beauty Industry training and will be wearing appropriate masks as required.

Additional time will still 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**

Although the Changing Rooms are open, Spa Break Guests will still 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**

We will continue to ask all Guests 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 respect the personal space of other guests whilst waiting and when moving around the building.

### **Spa Facilities**

All spa facilities are open. The spa pool, steam room and sauna will be booked for individuals or those in a "bubble" for private use. We simply ask that everybody still 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.

Our Relaxation Room is open and will have pre-booked times if required as we ask that no more than four ladies use this room at any one time. 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 complete one-way system so we kindly request that you respect the personal space of other guests in public areas such as corridors and allow other spa users plenty of space to pass in appropriate places.

### **Reading Materials**

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

### **Group Bookings**

We can now accept groups larger than 6 but we have taken the decision to limit the numbers to maintain the safety levels outlined above.

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

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 still making every effort possible to keep your visit as safe and secure as possible and please be assured that we will continue to adapt to any changes in guidelines as they occur.

We trust that you understand our caution going forward.

We look forward to seeing you soon.

*Suzanne & Steve*