

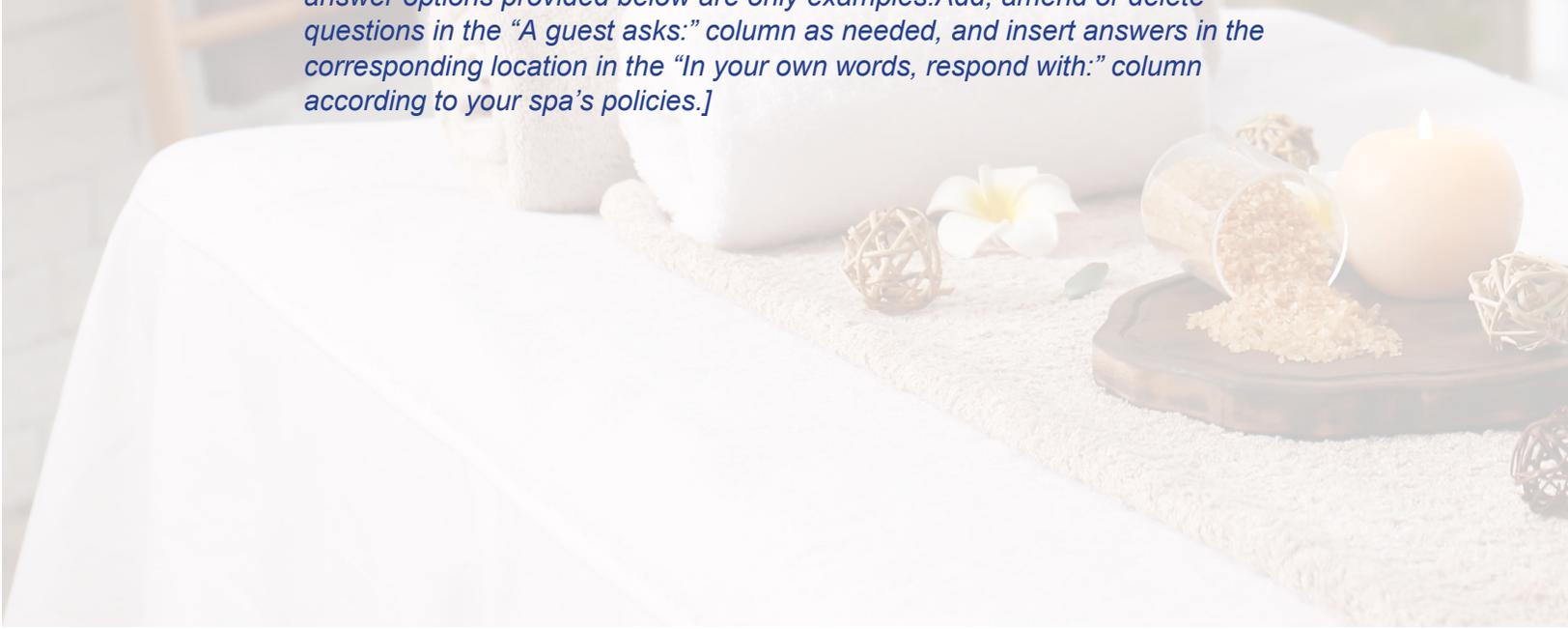
# REOPENING POLICIES AND PROCEDURES

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## TALKING POINTS FOR CUSTOMER CONCERNS

**{INSERT SPA NAME}**

*[This template provides general guidance for developing a set of talking points spa staff may use when responding to guest questions related to reopening following COVID-19-related closures. The specific questions and answer options provided below are only examples. Add, amend or delete questions in the “A guest asks:” column as needed, and insert answers in the corresponding location in the “In your own words, respond with:” column according to your spa’s policies.]*



A GUEST ASKS:	IN YOUR OWN WORDS, RESPOND WITH:
<p><b>Why isn't the service or treatment I usually get available?</b></p>	<ul style="list-style-type: none"> <li>To ensure that every service or treatment can be performed while following the guidelines established to reduce the spread of COVID-19, we have temporarily simplified our treatment menu.</li> <li>If you would like, I can suggest an alternative treatment or service that might suit your needs.</li> </ul>
<p><b>Why are your hours/treatment times different than before?</b></p>	<ul style="list-style-type: none"> <li>[Your spa name's] revised hours and treatment schedule better allows us to practice heightened levels of hygiene and sanitation while complying with the requirements set forth by [government agency or similar].</li> <li>Our new hours of operation are [updated schedule here].</li> </ul>
<p><b>What is the spa doing to keep me safe during a service or treatment?</b></p>	<ul style="list-style-type: none"> <li>[Your spa name] has heightened our already rigorous hygiene and sanitation practices, including:                             <ul style="list-style-type: none"> <li>[New policy #1]</li> <li>[New policy #2, etc.]</li> </ul> </li> <li>If you would like more information, I can direct you to [website].</li> </ul>
<p><b>Will the arrival and/or check-in process be different?</b></p>	<ul style="list-style-type: none"> <li>Yes. When you arrive at the spa, please follow these steps to assist our staff as they facilitate our new arrival and check-in process:                             <ul style="list-style-type: none"> <li>[New step #1]</li> <li>[New step #2]</li> <li>[New step #3, etc.]</li> </ul> </li> </ul>
<p><b>If all spa amenities are not available, will I pay a discounted rate for services?</b></p>	<ul style="list-style-type: none"> <li>[Yes. Our current treatment menu pricing reflects the reduced rates.]</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>[No. Current pricing on services and treatments allow us to fairly compensate our therapists, service providers and staff. We look forward to once again offering a full slate of amenities as soon as possible.]</li> </ul>
<p><b>Will the sauna, steam room and other wet areas be open?</b></p>	<ul style="list-style-type: none"> <li>Yes. Wet areas in [your spa name] will be open with certain restrictions, noted below:                             <ul style="list-style-type: none"> <li>[Restriction #1]</li> <li>[Restriction #2, etc.]</li> </ul> </li> <li>No. To allow guests to more easily practice social distancing and to ensure [your spa name] is able to maintain the highest levels of sanitation throughout our facility, wet areas are temporarily closed to guests.</li> </ul>
<p><b>Are spa staff being tested for COVID-19 or getting their temperatures checked before returning to work?</b></p>	<ul style="list-style-type: none"> <li>[Answers will vary based on spa policies and government regulations].</li> </ul>

<b>Do I have to wear a mask while visiting the spa?</b>	<ul style="list-style-type: none"><li>• Out of respect for the health concerns of our staff and other guests and in alignment with the recommendations of <b>[government agency or similar]</b> we ask that you wear a cloth face covering or similar during your visit.</li></ul> <p><b>OR</b></p> <ul style="list-style-type: none"><li>• Although we encourage anyone (including staff) who wishes to wear a face covering to do so, we are not requiring guests to use them at this point.</li></ul>
<b>How will your spa enforce social distancing guidelines?</b>	<ul style="list-style-type: none"><li>• <b>[Answers will vary based on spa policies and government regulations.]</b></li></ul>



# REOPENING FAQ: STAFF AND EMPLOYEES

**{INSERT SPA NAME}**

*[This template provides general guidance for developing a staff-facing FAQ that clarifies spa policies and procedures related to reopening following COVID-19-related closures. The specific questions and answer options provided below are only examples. Add, amend or delete questions in the “Question” column as needed, and insert answers in the corresponding location in the “Answer” column according to your spa’s policies.]*

REOPENING FAQ: STAFF AND EMPLOYEES

QUESTION	ANSWER
<p><b>What do I do if I feel unwell or exhibit symptoms of COVID-19 at home?</b></p>	<ul style="list-style-type: none"> <li>• Do NOT come to work if you are feeling unwell or exhibit symptoms of COVID-19, including:               <ul style="list-style-type: none"> <li>○ A persistent, dry cough</li> <li>○ Shortness of breath or difficulty breathing</li> <li>○ A fever of 100.4° or higher</li> <li>○ Chills</li> <li>○ Muscle pain</li> <li>○ Sore throat</li> <li>○ New loss of taste or smell</li> </ul> </li> </ul>
<p><b>What do I do if I feel unwell or exhibit symptoms of COVID-19 while at work?</b></p>	<ul style="list-style-type: none"> <li>• If you are with a guest or performing a treatment:               <ul style="list-style-type: none"> <li>○ Stop treatment IMMEDIATELY</li> <li>○ As much as possible, refrain from touching surfaces or entering new areas of the spa</li> <li>○ Discreetly notify your supervisor while maintaining a distance of at least six feet from other individuals</li> <li>○ [Additional step]</li> <li>○ [Additional step]</li> <li>○ [Additional step]</li> <li>○ [Add/remove steps as needed]</li> </ul> </li> </ul>
<p><b>What procedure should I follow if a guest exhibits clear symptoms of COVID-19?</b></p>	<ul style="list-style-type: none"> <li>• [Answers will vary based on spa policy. Enter yours here.]</li> </ul>
<p><b>Will I have to wear a mask or gloves during treatment/service?</b></p>	<ul style="list-style-type: none"> <li>• [All staff are expected to wear cloth face coverings during interactions with guests, including during treatments.</li> </ul> <p>Gloves are only required if specifically requested by a guest.]</p>
<p><b>Will guests be required to wear face masks inside the spa?</b></p>	<ul style="list-style-type: none"> <li>• [Answers will vary based on spa policy and government regulations. Enter yours here.]</li> </ul>
<p><b>Is there additional turnover time between treatments?</b></p>	<ul style="list-style-type: none"> <li>• Yes. To allow for heightened sanitation procedures, turnover time is now [XX] minutes.</li> </ul>
<p><b>How will additional turnover time affect scheduling and pay?</b></p>	<ul style="list-style-type: none"> <li>• [Answers will vary based on spa policy. Enter yours here.]</li> </ul>
<p><b>Will I have new duties or areas of responsibility regarding sanitation?</b></p>	<ul style="list-style-type: none"> <li>• [Answers will vary based on spa policy. Enter yours here.]</li> </ul>
<p><b>How will social distancing be practiced/monitored in back-of-house/staff areas?</b></p>	<ul style="list-style-type: none"> <li>• [Answers will vary based on spa policy and government regulations. Enter yours here.]</li> </ul>

