

The wellbeing of all our guests and staff is of the utmost importance to us at the Natural Health Spa. We have been working diligently to keep abreast of the proposed relaxation of guidelines, but because of the challenges that remain, we will be taking a cautious approach and keeping a number of our safety measures in place.

### **Our Personal Protective Equipment (PPE) Policy for Therapists and Spa Guests**

- Many treatments already require the use of PPE Equipment in terms of general hygiene and also for the avoidance of airborne viruses (such as COVID-19) or Blood Born Viruses (BBV) such as HIV and Hepatitis - which already needed to conform with EN standards. So, in some instances, this is a continuance of what we do already.
- In accordance with government guidelines, our Health Spa PPE policy will be as follows:
  - a) For treatments, our therapists will wear face masks and in addition may wear a visor, where required. Disposable gloves will not be worn for massage treatments, but will be worn for pedicures, manicures, waxing and eye treatment. Disposable aprons will be worn as required.
  - b) Spa guests are kindly requested to continue to wear face masks for all treatments other than facials.
  - c) For cleaning and disinfecting treatment rooms, therapists will wear face mask and disposable gloves.

### **Natural Health Spa Therapists**

- Frequent hand washing (following NHS Guidelines) should take place before, during treatment (when required) and after each client, before putting on and after removing PPE equipment & cleaning equipment and the environment, each time they use the toilet, and arriving at work and home.
- Hands should be washed thoroughly, remembering to use the disposable towels to dry hands and turn the taps off.
- Washing with soap is better than using a sanitiser or wipes. Sanitiser should be used when handwashing facilities not convenient (note – our sanitiser gel does contain the active ingredients which are effective against COVID19 or our gel contains 70% alcohol)
- Staff should travel to work in their own clothing and bring their clean uniform with them. Therapists will be able to change at work in a treatment room as part of the start of day preparations. Therapists are then required to change out of uniform and into their own clothes prior to leaving work and travelling home. Uniform should be bagged, taken home and washed each day at a minimum temperature of 60 degrees. If the items cannot be washed at above 40 degrees, then a sanitizing agent must be added to the wash.
- Instead of therapists changing foot-wear when coming into work, all therapists keep a separate pair of work shoes at work which are disinfected at the end of every day.
- Therapists will be required to go completely jewelry free to minimize risk further.
- Therapists must always keep hair tied back to avoid unnecessary touching.
- Therapists are required to maintain short nails – no acrylics please.
- All staff must avoid touching the face & hair, or other areas on the body, and ensure they wash hands thoroughly if they do, following NHS guidelines, on a regular basis throughout the day.
- If in doubt, hand-wash or hand sanitise after everything you do.

- If anyone has to cough or sneeze, please ensure you do so into tissues, which are binned immediately (in the pedestal bin with lid provided in each treatment room and behind the spa reception). If not, cough or sneeze into the crux of your elbow. Hands are to be washed or sanitized thoroughly afterwards.
- Please ensure you follow the PPE policy and wear PPE at all times and ensure it is relevant to the treatment being carried out.
- Please ensure you maintain the required social distance at all times, wherever and whenever you can.

## Tools & Supplies

- We will use disposable single use tools and supplies wherever possible and dispose of them in the pedestal bin with lid provided.
- We will ensure that we empty all wax pots and disinfect them, before refilling them with new wax or we will use disposable pots. Disposable spatulas must not be reused during waxing procedure and never double dipped back into the wax after being in contact with client. Spatulas should be deposited in the pedestal bin. The pedestal bin has a lid and will be lined with a disposable black plastic bag. Waxing waste should be treated as contaminated waste and disposed of in line with regulations.
- We will temporarily and unfortunately have to reverse some of the good work we have done in terms of the environment and invest in more single-use, disposable equipment, such as nail files. This will help reduce the risk of cross contamination.
- We will check to make sure all products such as lotions, creams, waxes and scrubs are always kept in closed containers and if not they must be discarded and replaced.
- Non-disposables must always be thoroughly cleaned, then disinfected after each client has used them.
- We will use disposable paper towels whenever possible and alcohol wipes. If we do use non-disposable towels or cloths, they will be changed after every use and washed at a temperature of at least 60 degrees.
- We will clean and disinfect all towel/linen hampers and bins and only use containers that can be closed and use them with liners, that can be removed and discarded
- PPE equipment must be removed (safely in accordance with HSE guidance) after each treatment, & disposed of in line with HSE requirements - washing hands thoroughly before and after.
- Therapists will wear disposable gloves to clean and disinfect the treatment rooms and spa areas and will be careful when using sprays, not to ingest any product.

## Equipment

- All Equipment used during treatments will be thoroughly cleaned and disinfected (in line with manufacturers guidelines), both before and after each use following our Two-Stage Plus cleaning procedures. The disinfectant used will be Tersano SAO.
- We will consult with the providers of the equipment we use to ensure we adopt proper cleaning/disinfecting methods and that we update our protocols where necessary.
- All touch screens, phones, iPads, tills, card machines, desk counter tops etc. will be cleaned and disinfected after each use, as will hand-wash basins, taps, soap dispensers, toilets, door handles etc. All cleaning and disinfecting will be done in accordance with our Two-Stage Plus cleaning procedures.

## Environment

- Prevention is key to reducing the spread of germs and viruses. When it comes to spa surfaces, we must ensure we have our highly effective disinfectant, Tersano SAO, to hand in spray bottles. A new daily supply must be obtained from housekeeping. Please see the information in the staff guidelines about Tersano SAO.
- We will wipe down all surfaces (floors, worktops, trolleys, couches etc.) with detergent and then disinfect, following guidelines. We must redo any surfaces used between clients' treatments.
- Where feasible, we will use disposable cloths or when using non-disposable cloths, they must be changed after every use and washed at a temperature of at least 60 degrees. All touch points should be cleaned and then disinfected with Tersano SAO, frequently during the day. This includes door push plates/handles, light switches, fridge handles, touch points on any shelving, toilet flush handles etc.
- We will make every effort to keep all our treatment rooms and spa areas as well ventilated as possible. We will not be using the double-room and of the other three, two have windows which we should open as much as possible and as the weather allows. All treatment room entry doors will be left open in the 30-minute cleaning break between each treatment to allow us much fresh air in as possible, especially for the treatment room with no windows. Spa staff should ensure that the French doors out onto the terrace are opened for as long as possible each day and as the weather allows.
- Spa guests may use the lockers in the pool hall as required. The lockers in the pool will be cleaned and then locked and the locker keys kept secure in the Spa reception.
- The showers in the pool hall are available for use as part of the swim session. The changing rooms in the pool hall and 2 changing spaces with privacy screens will be provided for spa customers to change. We will be asking members to come to the pool "beach ready" and hotel guests will use their bedrooms to change.

## Natural Health Spa Guest Communications & Management

- We will maintain open, honest and transparent communications with all our spa guests, in accordance with both the spirit and the content of our COVID-19 guidelines for keeping our spa guests and therapists safe.
- We will ensure we clearly communicate the changes to our daily routines and any restrictions on treatment offerings.
- We will make sure that the health questionnaires are completed by visitors online, as far as we possibly can, prior to guests coming to the spa. We recognize that not all guests will be able to do that so recognize that we may need to carry out the pre-treatment health questionnaire with the client at the hotel once they have arrived. This will be done whilst maintaining the minimum required social distance. This should be done outdoors weather permitting and as long as guest confidentiality and privacy can be maintained.
- We will ensure that whenever we can, we will provide all other communication by phone or by email, including, for example, aftercare advice, next appointment details etc..

## Natural Health Spa Guests

- Our guests will be required to park in the parking opposite the Old 19<sup>th</sup> near the Members' Entrance or in the pool overflow car park.

- Our spa guests will be asked to come to the Members' Entrance and call the voice entry phone and let reception know they are a Spa guest. Reception should be provided with a list of spa bookings each day.
- In this way, our spa guests can enter the building by nearest door to the spa and go straight to the spa reception.
- Spa guests will be asked to leave by the same door.
- Our guests will be encouraged to maintain social distance at all times, whenever and wherever they can.
- Guests will be encouraged to hand sanitise as soon as they enter the hotel. There is a wall-mounted hand sanitiser dispenser located directly opposite the members entrance along with a sign reminding them to maintain social distance.
- When guests enter a treatment room, they will again be encouraged to either hand-wash using hot water and soap or hand sanitiser. Three of our treatment rooms have hand-wash basins with soap and disposable paper towel dispensers and all 4 have wall-mounted gel dispenser.
- Skin (& Nail) prep of clients is very important and we will use a reputable topical antiseptic agent with at least 70% isopropyl alcohol or chlorhexidine or equivalent.
- We will encourage all our Spa guests to continue to wear a face mask at all times indoors.
- We will provide face masks and other PPE if guests ask for it, at a small cost.
- We will ensure all our Spa guests are made fully aware of all our spa operational and safety/hygiene guidelines and we will ensure we inform them of what their spa journey will be like when they book, so their expectations are properly set before they enter the spa. This will be done by encouraging them to download Vamoos or by sending them our guidelines by email at the time of booking.
- We will ask our guests to arrive alone wherever possible with as little personal property as possible e.g. we will ask them leave handbags/scarfs jewelry etc. at home or in their car.
- Treatments will be strictly by booking only. We will not accept "walk-ins".
- Either at the time of booking or a few days before the treatment, we will call our spa guests to carry out a short "Health Check" phone call. The purpose of the call will be to politely ask the guests if they have or are suffering from any of the symptoms of COVID-19. We will ask them if they are well, free of any symptoms and so whether it is safe for them to come and have their treatment. We will also ask if anyone they live with has had any symptoms or whether they have been around anyone exhibiting these symptoms within the past 14 days?
- We will not do this call for hotel guests as the reception will have already carried out the same call 3 days prior to the guests' arrival at the hotel.
- If the answer to any of these questions is "yes", we will politely inform that spa guest that we have to postpone the treatment and are not to come to the hotel.
- We can also communicate with our guests by sending the health check message from the Premier system.
- We will not cancel appointments and take any money, but instead we will always look to hold money and find a new time in the future for the guest to come. Under certain circumstances, we may refund if necessary.
- As with hotel bookings, we will allow clients to postpone at any time right up to the morning of the appointment.
- We will allow spa guests to also book swim times. They will need to book these with reception or the spa reception can call the hotel reception to book on behalf of their spa guest. In this case, spa guests may be able to change in the treatment rooms if time allows. If not, they can change in the pool hall making use of the privacy screens.
- Spa guests who are also booking a swimming session will be provided with towels and slippers for their personal use.

## Spa Operations

- We will amend the layout of the spa area, reception, Helford Lounge and treatment rooms, so that we can maintain social distancing between guests and staff members.
- There will only be one member of the spa team on the desk at any one time.
- There will be a perspex cough and sneeze guard fitted to the desk.
- There will be hand sanitiser in a bottle behind the desk for staff and there will be a wall-mounted gel dispenser adjacent to the spa reception for guests.
- There will be hand sanitiser available from a wall-mounted dispenser in each treatment room.
- There will be 70% alcohol wipes available behind the desk and in treatment rooms.
- We have altered the timings for treatments to allow for a 30-minute cleaning and preparation break between treatments with a 45-minute break for lunch.
- There will be on average no more than 6 treatments per day in each treatment room and we have closed the double room for the time being.
- There is signage in the spa area encouraging guests to maintain social distance wherever they can and reminding them to wash hands and hand sanitise regularly.
- We will create a comprehensive cleaning/disinfection timetable & checklist for all communal areas, storage facilities, treatment rooms, workstations, tools kits, equipment, stock, touch points etc. in the Spa and make sure it is adhered to & monitored on a regular basis
- If guests are only coming for a treatment, we will encourage them to arrive just before their appointment and we will have made every effort to ensure that the guests complete their on-line consultation in advance, so this is done before they arrive.
- We will provide the warmest of verbal welcomes to make up for the fact that we cannot greet our guests with a handshake or hugs.
- We will put the treatment menu on Vamoos and provide laminated copies, which can be wiped down easily between treatments. Treatment menus can be emailed to guests prior to booking and can also be put on our website.
- Magazines will not be offered and the spa area and the Helford Lounge will be decluttered and all non-essential items will be removed.
- We will stagger appointments as there will be a 30-minute gap between treatments, so helping to ensure that guests avoid coming into contact with each other.
- We will offer refreshments such as water as well as tea and coffees and spa guests can also book to eat lunch or have afternoon tea. This will also have to be booked and coordinated with the hotel reception.
- We will as far as possible carry-out the on-line guest pre-treatment consultation ahead of coming in and include additional appropriate health questions and also note any new concerns or preferences the guest may then have. This will be done by email as much as possible or by phone if not and we will confirm bookings by text.
- We will only take bookings either on-line, by email or over the phone.
- We will only take payments by credit or debit card or we can post to guests' room accounts or member accounts. We will not accept cash or cheque payments.
- We will send details of the next appointment electronically and avoid using appointment cards.
- We will record names, contact details and date of treatments for all our guests as required under the track and trace regulations.
- We will encourage our guests to purchase gift vouchers on-line via our website or via Vamoos.
- Aftercare advice should be sent to the client electronically or carried out over the phone and not given as a leaflet

**The Natural Health Spa Opening Hours:** The Spa will be open every day. The first treatment of the day will start at 10.00am and the last treatment of the day will end by 5.00pm.

### **Pre-Booked Spa Treatments**

- As previously, all Spa treatments must be booked. All bookings should be made by email or by phone to the Natural Health Spa (email [naturalhealthspa@budockvean.co.uk](mailto:naturalhealthspa@budockvean.co.uk) or call 01326252101).
- Guests are encouraged to book well in advance, prior to arrival, to ensure they get the sessions they want. Please email or call the Natural Health Spa.

### **Pre-Appointment**

You will be asked to print off, complete & sign a COVID-19 health check questionnaire prior to your appointment, which can be found in the link.

In order to comply with the NHS Test & Trace system, we will be holding client details available to share with them if necessary, to help contain the spread of the virus, for 21 days.

### **Check-In and Check-out**

- You will arrive to Spa through our “Members only” entrance located at the back of the Hotel. Please ring the bell and reception team member will let you in through intercom. Hand sanitizer provided.
- Make your way to the Spa reception to check-in.
- Our reception team will wear a mask and there will be a protective perspex ‘sneeze-guard’ screen along with hand sanitising gels located around the building. We will encourage our spa guests to continue please to wear a mask when checking in prior to their treatment. The Natural Health Spa will have a stock for any guests who do not have them for a nominal fee.
- Wherever possible, we will ask you to pay for your treatment in full in time of booking. If you are unable, we can only accept card payments.
- You will be required to checkout and leave the spa through “Members only” exit.

### **Occupancy in the spa.**

While social distancing remains a top priority; we will ensure our Spa guests and staff are able to keep a safe distance from each other and will lower the levels of occupancy for the day.

Wherever possible, we will schedule appointments whereby guests will not have to cross when entering or leaving the treatment rooms.

No magazines or any form of reading will be available at this current situation at the spa reception.

### **Treatments in the Spa**

Our treatment offering may be temporarily reduced when necessary. New practices regarding the hygiene and layout of treatment rooms have been rolled out and our therapists have been equipped with the correct and safest level of PPE.

### **Housekeeping of the Spa**

The levels of cleanliness in our Spa have always been of an incredibly high standard. We are now going one step further to ensure the areas are well sanitised and extra vigilant when cleaning the treatment rooms. In addition, any areas, which are regularly, touched, such as taps, door handles etc. will also be continuously cleaned.

All treatment bed linen will be stripped and washed between every treatment and washed at 75 degrees or higher. Massage beds, oil bottles and any equipment used will be sanitised in between every treatment.

We will be adhering to the best practice as detailed by Gov.uk for non-healthcare settings

### **Staff Training**

All staff have been trained on preparing to reopen inline with Covid-19 guidelines with protection, wellbeing, cleaning and hygiene, social distancing, use of adequate PPE inline with close-contact services and appropriate health and safety levels.

All members of spa staff have passed and achieved [The Covid-19 Barbicide Hygiene Certificate](#). This program is designed to present the most current information that is pertinent to the Professional Spa/Beauty Professional.

### **PPE for Spa Staff**

All staff have been provided with the correct and safest levels of PPE and will be worn by our team members at all times and will adhere to the guidelines outlined by the Government for close contact services as well as additional measures for added safety consisting of:

- Face Masks
- Visors (when required)
- Gloves (when required)
- Disposable Aprons (when required)
- Disposable Capes (when required)
- Protective Glasses (when required)

## General Cleanliness guidance for SPA staff

- Wash hands with soap and water for at least 20 seconds upon arrival to work, before and after each treatment, as well as regularly throughout the day. In particular, when handles or surfaces have been touched.
- Wherever soap is not available, use an antibacterial hand sanitiser gel.
- Wash/sanitise hands regularly throughout the day especially after potential contact points.
- Regularly sanitise workstations/tools e.g. trolleys, desk spaces.
- Sneeze or cough into a tissue.
- Bin tissues immediately after use. Wash hands afterwards.
- Temperatures will be checked on arrival to work every day and before finishing work. Government advice must be followed if there are signs of any relevant symptoms.
- Wash uniforms at a minimum of 60 degrees & bring a spare uniform in the event there may be any contamination from a cough or sneeze.

## Risk Assessment

Risk Assessments have been completed for all areas of the Budock Vean Hotel business operation prior to sites re-opening and will be reviewed regularly in line with Government & Hair & Beauty Association Guidance updates. Furthermore, Natural Health Spa will implement our own due diligence if we feel that additional safety measures need to be put in place.

Operating Procedures and Processes will be amended in-line with risk assessments and government guidance including regular, detailed checks by senior management.

## In summary we would ask our Spa guests:

- We ask anyone who is concerned that they may be developing Covid-19 symptoms to follow the Government advice, and self-isolate in the first instance.
- Prior to arriving for your appointment, you will be asked to complete the Covid-19 Health Check prior to attending your appointment.
- Should any of the following apply, we will have to cancel your appointment and will reschedule with no additional charge:
  - If you are self-isolating.
  - Been tested positive for COVID-19.
  - Showing any symptoms of COVID-19.
  - Living with someone in self-isolation.
- Keep your hands clean, wash them regularly and thoroughly, for at least 20 seconds with soap and water in the rooms
- Use hand-sanitiser wherever soap is not available, which are located around the building.
- Please continue to wear a mask indoors prior to and after your appointment.
- Always carry tissues with you and use them to catch all coughs and sneezes and then bin the tissue – then wash your hands with soap and water, or use a sanitiser.

We will be reviewing this policy regularly in line with advice from the National Hair & Beauty Federation.