



SERASANA HOLLY SPRINGS

The Next Steps

We will be taking a detailed approach to re-opening to make sure the continued safety of our guests and employees is of the most importance.

To create a safer environment to fight the spread of COVID-19, we will be following all governmental & regulatory guidelines and will be putting some policies in effect until further notice:

- Treatment rooms will be rotated between each service to allow time to sanitize the space between each client.
- Bathrooms, doors and frequently touched services will be sanitized on a routine basis.
- Employees will be screened prior to the start of their shifts.
- The Serasana wellness team will be wearing masks when inside the building. Gloves will be worn when making tea or other drinks.
- Your therapist will wash their hands regularly and prior to the start of each treatment.
- Please note that our therapists and acupuncturists will be working modified shifts and will have varying schedules to accommodate their personal situations and to follow occupancy restrictions.
- We love our clients! We also love to chat with you at your appointment. Please understand that conversations will be significantly reduced to allow for social distancing, running on time and disinfection practices.
- Unessential linens and bedding will be removed to create a more sanitizing friendly environment.
- Our Tea Bar will only be using disposable cups for drinks. Limited on-site seating is available. Curb-side service is available for product purchases. Orders must be placed in advance.



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What We Ask of You

- All guests are required to wear a face covering when in the building.
- Guests that are participating in acupuncture, massage or skincare will be given a health questionnaire as part of their intake. If you have any COVID-19 symptoms or have been in close contact with anyone that has COVID-19 symptoms, we will kindly ask you to re-schedule after 14 days.
- Our cancellation policy of 24 hours' notice is still in place to protect the time and availability of our employees, so please honor their time by providing ample notice if you need to cancel. If it is symptom or COVID-19 related, we will be happy to waive our cancellation fee.
- Due to occupancy restrictions (limit of 10), we limit your movement in our lobby.
- Clients will be provided hand sanitizer upon arrival.
- Clients that have spa appointments will be taken directly into the treatment room.
- Clients are asked to leave the spa as quickly as possible at the end of your service, as other clients will be waiting for your exit to begin their service.
- Credit cards will be required at the time of booking and will be needed at the time of checkout, so you may add any gratuity you would like at that time so that your payment can be contactless
- Receipts can be emailed upon request.