



**SERASANA LITTLETON**

## **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 guest.
- Bathrooms, doors and frequently touched services will be sanitized on a routine basis.
- Employees will be screened, and temperatures taken prior to the start of their shifts.
- The Serasana wellness team will be wearing masks when inside the building. Gloves will be worn when appropriate.
- Your therapist will wash their hands regularly and prior to the start of each treatment. Sinks are in each treatment room.
- 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 and will be to-go only.
- Curbside service will continue to be 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.
- Guest temperatures will be taken with a touch-less thermometer as part of the check-in process, so arrive at least 10-15 minutes in advance. If your temp is over 100 degrees F, or are displaying symptoms of COVID-19, 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.
- Per governmental mandates, guests will not be allowed to sit in any waiting or lounge area.
- Due to occupancy restrictions (limit of 10), we ask that you wait in your car or at our outdoor cafe table for your appointment. We will call or text you when you are able to enter the building.
- Only those receiving services are allowed inside. No children will be allowed without an appointment.
- Guests will be provided hand sanitizer upon arrival.
- Guests will be taken directly into the treatment room.
- Guests are asked to leave the spa as quickly as possible at the end of your service, as other guests will be waiting for your exit to begin their service.
- No cash payments or cash gratuities will be accepted. 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.
- Receipts can be emailed upon request.

We hope this email finds everyone healthy, happy and prepared to ease back into regular routines. Please understand that this is an evolving situation and changes are inevitable. We will do our best to communicate changes and information as it is available to us. We are committed to modifying the services and experiences as we move forward with the best interest of our employees and guests in mind.