



SERASANA KATY

Safety Protocols

We are taking a detailed approach to maximize the safety of our clients and employees.

We will be following governmental guidelines and have put new protocols in effect to provide a clean and safe environment for you.

- Treatment rooms will be rotated between each service to allow time to sanitize the space between each client.
- All employees are required to wear masks when inside the building.
- Your therapist will wash their hands regularly and prior to the start of each treatment.
- Our Tea Bar will use disposable cups for drinks and will be to-go only.
- Our patio is open for your enjoyment!
- Bathrooms, doors, counters, any frequently touched surfaces are sanitized on a routine basis.
- Yoga room can accommodate 9 students with social distancing in place.

What We Ask of You

- Clients are required to wear a face covering when in the building.
- Only those receiving services are allowed inside.
- Clients will wash their hands with soap and water immediately after entering the building.
- Clients will be taken directly into the treatment room after hand washing.
- Clients are asked to leave building after their service however, our patio is available for relaxing/waiting.
- Credit cards will be required at the time of booking and charged after your service when you may add any gratuity of your preference.
- Receipts will be emailed upon request.
- If you are immunocompromised or had contact with anyone who has tested positive for COVID-19, we are not able to treat you at this time.
- 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 continue to waive our cancellation fee.