



# COVID-19 FAQ

## **1. What preventative measures are the Spa/Salon taking to prevent the spread of COVID-19 and other viruses, sickness, or germs?**

We have increased our actions drastically for our opening and closing cleaning and disinfectant responsibilities to ensure we are taking extra care with more surfaces that usually were cleaned on a weekly basis, we now include those in our daily routines like our retail area, our reception/check out station, and our entry ways including the doors, rugs, floors, etc. On top of working harder during closing and opening we have also implicated cleaning and disinfecting hourly or extensively after each client, we have extended our turnaround times between each client to best prepare for the next and to allow us extra time to make sure each surface, tool, or other necessary items are completely sanitized and clean and put away at that very instant. We have always followed our state board guidelines for best sanitation and disinfecting practices, but have taken those guides a step further with following CDC recommendations as well to best protect ourselves and our customers.

## **2. Do I have to wear a mask/why do I have to wear a mask?**

Yes, in order for us all to remain healthy and for the salon/spa/business to remain open we have implicated the new rules of masks being worn to best protect ourselves and our great customers. Service providers within the salon/spa/business will also be wearing masks, we understand it can be uncomfortable but at this time we must participate in the recommendations that the CDC is providing. If/when this changes we will be sure to let you know if/when masks will hopefully no longer be a necessity during services.

## **3. Why do I have to have an appointment/why are you not taking walk-ins?**

We have decided to temporarily mandate appointments to ensure we are following the CDC guidelines and recommendations for the amount of people we have in the space at one time. This will help us to better plan and prepare for the day to ensure we are promoting the best health and wellness for ourselves and our customers. Allowing walk-ins during this time would not allow us to control the number of customers we have in the spa/salon/etc. and may not allow us enough time between services to properly clean, sanitize, and disinfect which is too much of a risk at this time. We hope

to be able to allow walk-ins once again when the CDC recommendations have been updated and it allows us to do so.

#### **4. What are your plans to protect me and yourself since the service I am booking cannot be conducted 6 feet away?**

Our spa/salon/etc. has implicated new rules, recommendations, and guidelines to help us all stay as healthy as possible. Some of these new rules include all of our service providers and guest must wear masks at all times. We will also be wearing gloves during services we typically would not to prevent the transfer of germs and we will also be changing our gloves immediately after contamination as we know that just wearing the same set of gloves multiple times or after contamination is not recommended or beneficial. We have also implicated the new recommendation of removing shoes at the door to help prevent the spread of germs by the soles of the shoes. As service providers, we will be washing our hands even more so than before and using sanitizer in-between hand washing as well and we are encouraging the same for our guests. Your service provider will now also be wearing additional PPE items such as masks and protective eye wear.

#### **5. Are your cleaning products safe?**

Yes, we are using state board compliant cleaning products that are EPA registered and have been tested for safety and effectiveness. For more information on our disinfectant product, view the BioSURF info page.

#### **6. If your cleaning supplies are all natural can they still kill COVID-19?**

Our cleaning supplies are all approved by our state board regulations for cleaning and disinfecting and they have been verified to be as effective to killing viruses including COVID-19 as unnatural cleaning supplies.

#### **7. How often are you cleaning?**

We have always followed our state board guidelines and recommendations for thorough cleaning, sanitation, and disinfecting, however we have now taken them a step further to incorporate more sanitary practices for when we open and close our business and between each client. During opening and closing we are initiating further details to our entryway doors, floors, our retail and lobby areas and our reception/check out desk. Between clients we have added in more time to thoroughly clean and disinfect the entire treatment area or any other locations throughout the spa/salon/etc. before our next client arrives. Our receptionist/spa attendant is also cleaning and disinfecting main traffic areas hourly.

#### **8. Will you be supplying mask and/or gloves for customers?**

If you are unable to locate the supplies needed to attend your service, we are able to supply the necessary items for your service upon arrival.