



RE-OPENING PROTOCOLS

SAFETY IS OUR PRIORITY

OPENING PROTOCOLS

Our top priority has always been to bring an unparalleled safe experience of healing and rejuvenation to our Guests, and our resolve is stronger now than ever before. Our team has been hard at work to raise the bar of hygiene and sanitation, as well as considering every step of treatment processes to ensure we meet our guest's needs in a focused and safe manner that is in accordance with government guidelines:

- All customers will be by appointment only – limited capacity booking at 50%.
- Opening to include hair, nails, skincare, and massage services as directed by the Governor DeSantis and the State of Florida.
- Limited staff to one service provider per department at each shift.
- Stagger appointments to allow at least 15 minutes between the conclusion of an appointment and the beginning of the next appointment for proper disinfecting practices.
- No group appointments will be permitted.
- Masks must be worn by all employees while performing personal services.
- Thoroughly clean and disinfect prior to reopening. Disinfection of all surfaces, tools and linens, even if they were cleaned before Spa originally closed. This type of cleaning will continue between each day of operation at opening and closing and between each treatment using BioSURF to disinfect surfaces, laundry soap and bleach for towels and linens.
- Providing unworn masks to clients for use during their appointment if they do not have their own.
- Remove all unnecessary, frequently touched items like magazines, newspapers, service menus and any other unnecessary paper products and décor from customer service areas.
- Remove all loose snacks and refreshments.
- Remove all testers from retail shelves for safety.
- Hand sanitizer for guest use and 30 second hand washing with timer required at each sink.
- Staff screening twice per day at beginning and end of shift with temperature checks and a temperature log.

COMMUNICATION TO GUESTS

What our guests can expect:

- While our spa has always met stringent sanitation requirements, we will now more visibly display those efforts and display additional signage for your comfort.
- Verbal confirmation by your service provider(s) that their hands have been sanitized immediately prior to the start of your service.
- Service providers will wear masks during all treatments as an enhanced safety measure.
- For enhanced safety, seating will not be offered in the lobby, so guests will be asked to wait in their car until they receive a call or text from the front desk to come in and be guided directly to their treatment room.
- Hand sanitizing stations will be available in reception and restrooms for guest use. Timers placed at sinks in restroom and treatment rooms for 30 second hand washing.

What we ask of our guests:

- Services will be denied to you or a household member who has a fever, COVID-19 symptoms, or a communicable illness. Refrain from visiting the spa if you are under an isolation or quarantine order/directive.
- Respect the spa's sanitation and hygiene standards and processes posted within the spa and shared by employees.
- Fill out our treatment consent form prior to your treatment/service (*see next slide*).
- Wash hands prior to beginning each treatment/service.
- Share special sanitation or hygiene requests prior to arriving at the spa.

TREATMENT CONSENT FORM



COVID-19 Pandemic Spa Treatment Consent Form

I, _____, knowingly and willingly consent to have Spa/Salon treatments completed at U-topia Spa during the COVID-19 pandemic. I understand U-topia Spa has improved and expanded the sanitation protocols to more thoroughly fight the spread of COVID-19 and other communicable conditions.
_____(Initial)

I understand the COVID-19 virus has a long incubation period during which carriers of the virus may not show symptoms and still be highly contagious. It is impossible to determine who has it and who does not given the current limits in virus testing.
_____(Initial)

I understand that there may be increased risk of exposure from staff, other guests, and the Spa/Salon facility. While U-topia Spa is taking precautions to limit the spread of this disease, there is still a possibility of transmission. _____(Initial)

I confirm that I am not presenting any of the following symptoms of COVID-19 below:

- Fever
- Shortness of Breath
- Loss of Sense of Taste or Smell
- Dry Cough
- Runny Nose
- Sore Throat

_____(Initial)

I understand that air travel significantly increases my risk of contracting and transmitting the COVID-19 virus. And the CDC recommends social distancing of at least 6 feet and this is not possible with Spa/Salon services. _____(Initial)

- I verify that I have not traveled outside the United States in the past 14 days to countries that have been affected by COVID-19. _____(Initial)
- I verify that I have not traveled domestically within the United States by commercial airline, bus, or train within the past 14 days. _____(Initial)

I understand that U-topia Spa, my service provider, HOA, Lennar/WCI and its associates cannot be held liable for any exposure to the virus or any other contagion caused by misinformation on this form or the health history provided by each guest. I release U-topia Spa, my service provider, HOA, Lennar/WCI and its associates from any and all liability for any unintentional exposure or harm due to COVID-19.

Name _____ Date _____

STAFF SANITATION & PROTOCOLS

- All staff has been trained on sanitation procedures and standards and will fully sanitize all treatment spaces before and after each service.
- All staff is required to wash their hands before and after each treatment for a minimum of 30 seconds using a timer.
- All staff is required to wear a face covering during each treatment. Washable face masks, face shields, and gloves are available for each staff member to use during treatments.
- Any staff with fever or sickness is prohibited from engaging with guests or in guest areas and will not be allowed to work until fully recovered.
- Staff will be screened twice per day at the start and end of their shift with a temperature check recorded in a log (*see next slide*).
- Only clean and sanitized linens, towels, robes, and sandals will be provided to guests for each service.

DAILY TEMPERATURE SCREENING LOG

COVID-19 Daily Screening Log

Date: _____

[illegible]

NEW AND UPDATED SIGNAGE

- Post signs at the Spa entrance, reception, treatment rooms, relaxation lounge, and restrooms about our sanitation practices and products.
- Post signs in each treatment room stating the room is regularly sanitized after every treatment and for staff and guests to wash hands for minimum of 30 seconds before and after treatment.
- Post signs at the reception desk reminding guests about social distancing .
- Post information sheet about our disinfectant, BioSURF.



**This Room
is Regularly
Disinfected**

*Remember to wash your hands for at least 30 seconds
with our timer provided. Visit www.u-topiaspa.com for
more COVID-19 precautions and guidelines.*



**Please
Practice
Social
Distancing**

Remember to keep 6 feet apart.





Our Tools are Regularly Disinfected

*Your health is our priority. See more
information on our website about our sanitation
products. www.u-topiaspa.com*

