

Avarie's is very specific about sanitation, safety, and documentation, especially because minors are involved. We practice **professionalism and compliance** tailored to your child's safety while receiving services at the spa.

Avarie's Spa & Suites
Policies & Procedures Manual (Youth Spa Services – Ohio Compliance)

1. PURPOSE

This policy establishes safety, sanitation, supervision, and documentation standards for services provided to minors at Avarie's Spa & Suites. The goal is to ensure compliance with applicable Ohio health and safety expectations while minimizing liability and protecting all guests and staff.

2. HYGIENE & INFECTION CONTROL POLICY

Avarie's Spa & Suites maintains strict infection control protocols to prevent the spread of bacteria, viruses, and skin conditions.

Standards:

- **No reuse of tools** without proper cleaning and disinfection per EPA-approved standards
- **Single-use items required** whenever possible (nail files, buffers, applicators)
- **Immediate disposal** of all single-use tools after each guest
- **Hand hygiene required:**
 - Staff must wash hands before and after each service
 - Guests must sanitize or wash hands prior to services

Service Restrictions:

Services are **strictly prohibited** if a child presents with:

- Open wounds or broken skin
- Rashes or irritation
- Fungal infections or visible skin conditions
- Any contagious condition (including lice, pink eye, etc.)

Pedicure (Foot Spa) Compliance:

If pedicure services are offered:

- Foot spa basins must be cleaned and disinfected after each use
- Daily and weekly deep cleaning logs must be maintained
- Logs include: Date, Time, Staff initials and Cleaning method used

Key Standard: Cleanliness must be visibly maintained at all times. Parent perception of hygiene directly impacts trust and liability exposure.

3. PARENT EXPECTATIONS & CLIENT POLICIES

Clear policies are required to prevent disputes and reduce complaints.

Operational Policies:

- **Supervision Policy:**
Parents must either remain on-site OR sign a drop-off authorization form
- **Age Requirements:** Services limited to children ages 5yrs to 10yrs
- **Late Pickup Policy:** Fees apply after a 15 minute grace period (Time starts after services end) \$20
- **Deposits & Cancellations:** All deposits are **non-refundable**
- Cancellation/reschedule terms must be acknowledged in writing

Service Refusal Policy:

- If a child becomes uncomfortable, uncooperative, or unsafe:
 - Services may be stopped immediately
 - No refunds for partially completed services
 - Staff must prioritize safety over completion

Key Standard: All policies must be **signed and acknowledged by parent/guardian prior to service.**

4. BEHAVIOR MANAGEMENT POLICY

Children may not always cooperate; staff are trained accordingly.

Requirements:

- Staff practices:
 - Using calm redirection techniques
 - Avoid physical restraint unless necessary for immediate safety
- Disruptive or unsafe behavior may result in:
 - Immediate service termination
 - Parent notification
 - Possible refusal of future services

Safety Authority:

Staff have full authority to stop any service that poses a risk to: The child, Other guests or any Staff members

5. PRIVACY & SOCIAL MEDIA POLICY

Protection of minors' identity and privacy is mandatory.

Requirements:

- **Written parental consent** required before: Photos, Videos and Social media posting
- No posting of: Full names or Identifying personal information
- Parents must be offered: **Opt-out option** for all media use **Media Release Form** are kept on file.

6. STAFFING & TRAINING POLICY

Staff qualifications directly impact liability.

Hiring Requirements:

- Background checks required for all staff
- Staff must demonstrate: Ability to work with children and Professional conduct and patience

Staff Training Requirements:

All staff must be trained in: Sanitation and infection control, Child safety and supervision, Customer service
Emergency response procedure, CPR/First Aid certification (one person per shift)

7. INCIDENT DOCUMENTATION & LIABILITY PROTECTION

A structured reporting system is required to protect the business.

Incident Reporting System:

All incidents must be documented immediately, including: Falls or injuries, Skin reactions or allergic responses
Behavioral incidents, none payment of invoices and Service interruptions due to safety concerns

BOOKING STANDARDS: All parties require a \$100 nonrefundable deposit at the time of booking • Each party must include a \$30 service fee, which is applied to Maintain professional standards, enhanced sanitation & sterilization procedures for operational service quality. This service fee is mandatory and not optional. All bookings must be paid in full 5 days prior to service date. All parties not booked within 10 days of the initial party date must pay a \$50 convenience fee. Bookings are subject to cancellation in the event standards are not met.