



COVID-19 Policies and Procedures YOUR PART

Dear Valued Client,

Please read through our new policies and procedure practices prior for your appointment, these guidelines, are based on what WorkSafeBC mandates for personal service establishments follow during this time to ensure everyone's safety and wellbeing.

We are doing the best we can to help maintain your health and safety, and appreciate your patience while we all adjust to these new procedures.

- 🌸 A reminder email with a COVID-19 Health Screen Waiver will be sent. The waiver must be e-signed and returned **prior** to your appointment. This is mandatory, if the waiver is not signed and returned, it may result in the service being cancelled.
- 🌸 Please arrive for your appointment a few min early, all appointments are time sensitive due to the new cleaning procedures that have to be done after every client.
- 🌸 Upon arriving to the spa, call the spa to advise you have arrived, come to the door, but remain outside until the door is opened for you. **Do not touch the door knob or come in on your own.**
- 🌸 **MANDATORY:** Due to the close proximity of some of the services, **a mask must be worn by yourself before entering and during the treatment.** Please bring your own mask, if you do not have one, one will be provided for a small fee. Stock is limited, bringing your own mask is much appreciated.
- 🌸 Upon entering you will be required to sanitize your hands at the hand sanitizing station provided.
- 🌸 Please arrive alone, no children, friends or family accompaniments allowed. (Considerations will be made for disabled individuals or persons requiring accompaniment and must inform the spa of this when making the appointment.)
- 🌸 Sorry, no handshaking or unnecessary physical contact, please practice social distancing.
- 🌸 Retail sales, must be arranged in advance and schedule a pick-up time, **NO WALK INS FOR SALES OR SERVICES ALLOWED.** ONE client may be in the spa at a time.
- 🌸 Unfortunately we cannot provide refreshments at this time, consider bringing your own tea or coffee in a disposable cup which must be taken back with you, or bringing your own bottle of water.
- 🌸 We will not be accepting cash payments at this time, we do have debit and credit card tap option, with new minimum sale increase of \$250.

Thank you again for your patience while we all adjust to these new practices. This is new for all of us and it will take time to adjust, but together we can do it! Looking forward to seeing you soon!

Sincerely,

Caterina Basile

Dolce Speranza Spa Owner/Certified Esthetician/Spa Therapist