

# FINLAKE FALLS GUIDELINES COVID-19

## Our Commitment

We will provide you with a safe environment that complies our commitment with guidelines issued by Government and our local authority

### 1 OUR GYM, POOLS & CHANGING AREAS

- ✓ We have undertaken a thorough review of our gym, pools and changing areas and the services we offer
- ✓ We have rearranged our waiting, reception and changing areas to adhere to social distancing guidelines
- ✓ All surfaces will be cleaned regularly and wiped with the appropriate cleaning product
- ✓ All items of equipment will be cleaned before and after use
- ✓ One-use disposable items will be used where necessary (sustainable alternatives kept where possible)
- ✓ We will ensure adequate ventilation with doors and windows open where possible

### 2 OUR TEAM

- ✓ We have conducted training to ensure all team members care for our customers in a safe, hygienic and professional manner
- ✓ Teams have been trained to uphold best practice, including hygiene and safety
- ✓ We have agreed social distancing for our team in communal areas
- ✓ Teams are briefed to uphold safe standards while dealing with responsibilities at reception

### 3 GUEST ARRIVAL & RECEPTION

- ✓ We will greet you warmly but without a handshake or personal contact
- ✓ We will stagger customer arrival times to minimise close contact
- ✓ We will clean the reception area regularly
- ✓ Waiting areas will be arranged to adhere to social distancing
- ✓ We are now cashless, payments can be made by card or My Band

### 4 WE ASK YOU, OUR CUSTOMERS

- ✓ To arrive at the time agreed, to maximise social distancing
- ✓ To wash your hands and/or use hand sanitiser
- ✓ To contact us and re-arrange your appointment, if you have a temperature, or are feeling unwell or if any person in your household has the same or is self-isolating

**Do not come to Finlake Falls if you or anyone you live with is self-isolating or is displaying symptoms known to be consistent with Covid-19**

**We are happy to discuss any of your individual concerns, please feel free to speak with a member of the team**

*We reserve the right to amend or adjust these guidelines based on government policy and new research to protect the safety of all our team and guests*

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# SPA GUIDELINES COVID-19

## Our Commitment

We will provide you with a safe environment that complies

Our Commitment with guidelines issued by Government and our local authority

### 1 OUR SPA

- ✓ We have undertaken a thorough review of our spa and the services we offer
- ✓ We have rearranged our waiting, reception and treatment areas to adhere to social distancing guidelines
- ✓ All surfaces throughout the spa will be cleaned regularly and wiped with the appropriate cleaning product between each treatment
- ✓ All items of equipment will be cleaned before and after every treatment. This includes all metal instruments, brushes, bowls, and tweezers
- ✓ One-use disposable items will be used where necessary (sustainable alternatives kept where possible)
- ✓ We will ensure adequate ventilation throughout the spa with doors and windows open where possible

### 2 OUR TEAM

- ✓ We have conducted training to ensure all team members care for our customers in a safe, hygienic and professional manner
- ✓ Team members have been trained to adapt each treatment to uphold best practice, including hygiene and safety
- ✓ We have agreed social distancing for our team in communal team areas
- ✓ Team members are briefed to uphold safe standards while dealing with responsibilities at reception

### 3 OUR TREATMENTS

- ✓ We have reviewed our treatment menu and removed treatments where we felt it necessary to do so
- ✓ Our therapists will wear gloves, masks and other personal protective equipment (PPE) during treatments where required. Therapists will wash their hands before and after every treatment
- ✓ PPE will be replaced after every treatment
- ✓ Our therapist will stay with you throughout your treatment – not venturing out of the room – to reduce the need to replace PPE and minimise infection

### 4 GUEST ARRIVAL & RECEPTION

- ✓ We will greet you warmly but without a handshake or personal contact
- ✓ We will stagger customer arrival times to minimise close contact
- ✓ We will clean the reception area regularly
- ✓ Where possible we will escort you straight to the treatment area/room to avoid congestion in waiting areas
- ✓ Waiting areas will be arranged to adhere to social distancing
- ✓ We are now cashless for the safety of all on park. You can still pay via your MyBand, Apple/Google Pay, and all cards except for American Express

### 5 WE ASK YOU, OUR CUSTOMERS

- ✓ To arrive at the time agreed, to maximise social distancing
- ✓ To wash your hands and/or use hand sanitiser as directed by our team and before and after each treatment
- ✓ To wear face-masks supplied by us
- ✓ To contact us and re-arrange your appointment, if you have a temperature, or are feeling unwell or if any person in your household has the same or is self-isolating
- ✓ **Do not come to the spa if you or anyone you live with is self-isolating or is displaying symptoms known to be consistent with Covid-19**

**We are happy to discuss any of your individual concerns, please feel free to speak with a team member**



SIRONA SPA

We reserve the right to amend or adjust these guidelines based on government policy and new research to protect the safety of all our team members and clients



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