

# Spa Treatments

## What to Expect



- A team member will greet each customer at the club/lodge main entrance and ask if they are displaying any symptoms of covid-19, or if anyone within their household or someone they have come into contact with has (new persistent cough, loss of smell/taste or shortness of breath). If this is the case you will be denied access and must not return for 14 days.
- The customer's temperature will be taken using a non-contact thermometer.
  - o If thermometer shows 38°C or higher, customer must leave the building and not return for 14 days.
- All customers must use the hand sanitising station at the entrance.
- The consultation form will need to be completed online prior to the appointment.
- Please do not arrive any earlier than 5 minutes prior to your appointment and wear a face covering on arrival for your treatment, they can be purchased for £2 at the entrance.
- A deep clean has been carried out in all areas of the spa, and cleaning will take place after every client. Fogging with a Virucide will be carried out each day.
- Due to the constraints within the spa, we ask that should you be running late for a specific appointment that you contact us immediately as this can have a knock-on effect to the bookings and timings of the spa and adhering to social distance guidelines. We will endeavour to fulfil the appointment time and/or complete as much of this as possible, whilst charging for your complete already booked appointment.
- The therapist will explain the treatment process to ensure the client is happy to proceed.
- Upon entering the treatment room both client and therapist must wash and sanitise their hands.

### Notes

All therapists will be wearing appropriate PPE depending on the treatment.

If any requirement is refused by the client the treatment will not take place.

**Social distancing must be maintained wherever possible.**

During this period The Rasul is limited to a maximum of 2 people or 4 from the same household, sorbet will be served in disposable shot glasses.

See the Covid-19 page on our website for more details

<https://www.thorntonhallhotel.com/spas/covid-19.html>

