



# A Safe and Sanitary Spa

## Our Commitment to our Guests

At The Spa at Madden's the safety of our guests is our top priority. We are committed to providing experiences and services that meet the highest sanitation and hygiene standards in the spa industry. To enjoy your experience to the fullest, we ask that guests be aware of the following standards and requests to help us ensure your safety and comfort as well as that of other guests and spa employees.

### AS A SPA, WE ARE COMMITTED TO:

- Meeting or exceeding all state, local and regulatory guidelines relating to sanitation and hygiene.
- Prohibiting employees who have a fever or are sick from engaging with guests or guest areas.
- Training employees on sanitation and hygiene standards.
- Enhancing our already standard practice of washing hands for a minimum of 20 seconds at the start and end of a treatment/service.
- Allowing guests to forgo accessing communal spaces if requested.
- Provide full refunds to guests unable to make their appointment due to illness with advance notice.
- Fortifying the extensive sanitation treatment of all treatment spaces between each service.
- Always providing clean sanitized linens, towels, robes, sandals, etc. for each service.

### AS A SPA GUEST, WE REQUEST

- Refraining from visiting the spa if you have a fever or communicable illness.
- Refraining from visiting the spa if you are under an isolation or quarantine order/directive
- Respecting the spa's sanitation and hygiene standards and processes posted within the spa.
- Washing hands for a minimum of 20 seconds prior to beginning each treatment/service.
- Sharing special sanitation or hygiene requests prior to arriving at the spa.