



## **The Spa, Fitness Center, & Pools of Colonial Williamsburg Reopening FAQ**

### **What will the hours be?**

The spa, fitness center, and pool will be open Wednesday – Sunday from 10:00 AM – 6:00 PM (with our last bookings starting at 5 p.m.)

### **Will all the pools reopen?**

#### Indoor Lap Pool:

Opened for lap swimming and exercise only at this time. Reservations required and cannot be made sooner than 24-hours prior. Hotel Guests can call Spa extension 7720 from their room or at 757-220-7720. 10AM – 6PM Wednesday – Sunday | *Indoor Lap Pool*

#### Outdoor Pools:

The Family Pool and Tranquility Pool are open for free swim with reduced occupancy and 10ft of distancing of patrons not in the same household. 10AM – 6PM Wednesday – Sunday | *Outdoor Pools*

### **Will I need an appointment?**

Yes, to be sensitive to social distancing and occupancy directives from the State of Virginia, we will be requesting all guests make a reservation instead of walking in.

### **Will I need an appointment for the fitness center and pool?**

Yes, at this time to assist with proper social distancing and occupancy directives from the State of Virginia, we will be only be offering the fitness center and indoor lap pool by reservation.

**When should I make the reservation?**

At this time, all fitness and indoor pool reservations are required and can be made no sooner than 24 hours prior.

**How do I make a fitness or Indoor lap pool reservation?**

Guest can make reservations by calling the spa directly at Extension 7720 from their room. Also, our direct Spa number which **757/220-7720**.

**Will there be fitness classes?**

Yes, weather permitting we will have a limited outdoor fitness class schedule with classes being conducted Wednesday – Sunday.

**What about virtual classes?**

Yes, virtual classes will continue to be offered.

**Will personal training be offered?**

Due to a distance requirement of 10 feet, we will not be offering personal training at this time.

**What safety protocols will be put in place in the fitness center and pools?**

We will be following all CDC and state guidelines. Thorough cleaning processes have been put in place to ensure our team and guests are as safe as possible. This will also include maintaining social distancing of 10 feet between each guest and equipment used. Please see our website at <https://www.colonialwilliamsburghotels.com/spa/> for a detailed list of our safety protocols for the spa and fitness center operations.

**Will I have to wear a mask while exercising?**

Guests will not be required to a mask while using a machine or equipment. However, they will need to wear one entering and leaving the fitness center. We will have masks available upon request.

**Will all spa and salon services be available?**

At this time, we will be offering hair services, nail services, and massages only. Due to current state guidelines, there will be no couple's services, body services, facials, or makeup.

**How do I make a reservation?**

Guests may reserve spa and salon services through our website: <https://go.booker.com/location/ColonialWilliamsburg/service-menu> They may also call the spa directly at (757) 220-7720 or extension 7720 from your room.

**What amenities will be available to me?**

We will allow guests to stay an hour after their service to relax in one of our lounges, shower, and change. Currently, due to safety guidelines and out of an abundance of caution for your health and well-being, our steam room and jacuzzies remain closed. We will have appropriately distanced lockers available for each guest.

**Am I able to arrive early for my service?**

In order to maintain proper social distancing, guests will be asked to come 15 minutes prior to appointments and will be invited to stay up to one hour after.

**Will there be a savings due to the reduced amenities?**

Yes, we will extend a 25% savings for all massage services at this time.

**What about on salon services?**

At this time, there will not be a savings on salon services, however, existing member savings remain in effect.

**What safety protocols will be in place in the spa and salon?**

All service providers will wear both a mask and gloves when performing services. All support staff will also be utilizing PPE at all time. Thorough cleaning and sanitation processes have been put in place for all areas of the spa and salon.

**Will I have to wear a mask during my service?**

Yes. Apart from showering after their service, in accordance with Virginia law, we will be requiring that guests wear a mask during their entire visit. We will have masks available at check in at the spa front desk.

**Will I be required to fill out paperwork?**

Prior to arrival, we will send intake forms to fill out electronically. We will have specific liability forms that will be required to be signed in order to offer services. In most cases this can be done electronically, in some instances it will need to be signed by hand, we cannot make exceptions on this at this time. We will also take a form of payment at the time of each guest's reservations. For ultimate safety, guests will also be encouraged to pay with a credit card, gift card, or their room number only. Thorough sanitization will be in place for any touch point areas for our guests.

**Will there be retail available?**

Yes, we will have retail for sale. At this time, we have removed all TESTERS from shelves, but our spa staff will be happy to assist you with any questions.