

## **Safety & Wellness**

Our mission continues to be to provide the best care for you, our guest. Our commitment remains constant to provide nurturing, quality, highly skilled spa/salon services and fitness/wellness programs.

Recently, the CDC released their new mask recommendation based on a 'community level' framework. Levels can be low, medium, or high and are determined by your local States/County hospital beds being used, hospital admissions, and the total number of new COVID-19 cases.

Due to the new type of data introduced, we will no longer require guest or our Employee Partners to wear masks while inside at our Spa. Masks will be optional for those who prefer to wear them. This change aligns with new CDC recommendations released at the end of February 2022. Community levels will be updated by the CDC and we will update our policies as needed.

*Please note: We will at ALL times defer and comply with any and all state and federal government directives related to guest and employee partner protective wear, all directives for proper social distancing, approved occupancy numbers by space, and proper sanitization processes. As a result, there will be new processes in place to meet our high service standards.*

### **Our commitment to cleaning standards:**

Our commitment is to provide "Flawless Service; Every Guest, Every Day." As part of this commitment we are paying special attention to the everyday details which extend to the parts of our operations guests do not see.

We remain deeply committed to the wellbeing of our Guests and Employee Partners. This means keeping you safe by preventing the spread of COVID-19 and ensuring enhanced protocols and procedures which will address our new reality. And though it is impossible to know what tomorrow holds, please be assured that we are looking ahead, through and past the COVID-19 pandemic, to ensure that you, our valued guests and employee partners, will always be looked after with the highest degree of care and comfort.

All standards will be reviewed and re-evaluated regularly to ensure relevance and maximum efficacy, and are subject to vary by hotel and change based on the guidance of Local Government and CDC.

The below is not intended to be all-inclusive, but to offer an overview of how we are working to safeguard the health and wellbeing of its guests and employee partners.

- Our Employee Partners have been trained to execute in a highly detailed sanitization process for all treatment rooms, salon stations and all public locations. We provide ample time for our Employee Partners to properly sanitize and prepare the treatment room/space for the next guest. Once you are situated

in your treatment room, we will explain the service and share the sanitization guidelines, providing you a comfortable, nurturing and therapeutically beneficial service.

- In our spa, salon and fitness operations, cleanliness and proper sanitization are our highest priority. In all our locations we have implemented procedures and guidelines for the use of EPA-approved disinfectants to disinfect point-of-sale systems and other high touch points at no less than every 30 minutes and/or between services or guest use. This includes all fitness center locations. We have made available sanitization wipes in our fitness center locations for guests and we strongly encourage you to properly wipe down equipment on your own both before and after use. Our team will be present to do the same.