

Welcome Back

Oh my gosh, I am so excited to be able to welcome you back to Serenity Spa. It is hard to convey the gratitude I feel for your continued loyalty and support. Thank you from the bottom of my heart -- my heart is full.

I want to ensure the reopening of the Spa is as smooth and safe a transition as possible for you. This is such a delicate time. As such, I have put so much thought and care into how best to relaunch and welcome everyone back and to ensure your comfort and safety through these conscious efforts.

I must ask you the following questions before scheduling an appointment or entering our Spa:

- Have you had a cough?
- Have you had a fever?
- Have you been around anyone exhibiting these symptoms within the past 14 days?
- Are you living with anyone who is sick or quarantined?
- I will also be taking and recording your temperature on arrival.

If the answer is yes to any of these questions, we respectfully request that you reschedule your appointment.

Your safety and comfort are essential to me; I have completed the sanitation procedures and safety guidelines for reopening issued by the Province, the NHPC, and the Allied Beauty Association.

To minimize the risks for all of us, maintaining a safe and restful space for you to come to is the most essential protocol. As such, I will be implementing the following guidelines/protocols;

- Along with me, each client will wash/ sanitize their hands upon entering.
- I will take and record your temperature upon arrival
- I will be wearing masks through your services.
- I will ask you to wear a mask during your treatment. If you do not have a mask, one will be provided for you at a nominal fee.
- I will be spacing scheduled client time to maintain distance with others.
- I will ensure high touch surfaces are cleaned and disinfected with proper procedures and products.
- Bring into the boutique as few things as possible.
- Please cancel your scheduled time if you have symptoms (fever, sore throat, or cough) or have been traveling within two weeks.

I want you to know I have done my best to make-up for all these new restrictions in other ways and, I am confident you will feel safe, pampered, and supported. I can not wait to see your beautiful faces again!

