



Dear valued clients,

There will be quite a few changes to the spa experience to start, although '*Genuine Wellbeing*' continues to be at the heart of everything that we do.

These are just some of the things we are doing to ensure your safety is our top priority while we navigate this new world together.

We are reaching out to inform you of all the safety protocols we have implemented before you return for services in response to COVID-19. Please read this information completely and refer to our website for all the new protocols and to remain updated on any changes as we move forward.

Sanitation Procedures

- To mitigate the risk of exposure to COVID-19 we have maximum occupancy limits in all areas of The Spa. Please take note of the signs for each area and respect the physical distancing requirements. Although there are no time restrictions on any of our facilities, please be mindful of other guests possibly waiting to use them after you.
- A plexi-glass barrier has been installed at the front desk in order to ensure the safety of our clients and staff. You may also still see our reception team wearing masks behind the glass as an added precaution.
- Our spa & housekeeping team has increased the frequency of cleaning including disinfecting of door handles, elevator buttons, seating areas, railings, and any areas where clients and staff are in contact with.
- All of our lovely soft furnishings and any items that cannot be regularly sanitized have been removed temporarily from our relaxation and waiting areas.
- Regular sanitation visits are being done to the change room facilities, lounge, steam room and hot tub area. Major cleaning will also be done in the evening to ensure that steam rooms and other areas are all disinfected.
- Proper protocol is followed with our day-to-day professional laundry services.
- To mitigate risk - magazines & pamphlets have been removed.
- We are still offering tea & water with a single cup per-use policy in place.

- All shared and high contact surfaces will be disinfected after each visit using a COVID approved disinfectant.

Appointments

- To assist in limiting the number of people in the spa at any one-time, we will be starting with limited hours.
- Appointment start and end times will be staggered to help maintain social distancing in the spa.
- There will be longer breaks for therapists in between each visit to allow for adequate cleaning & disinfection time.
- We will currently not be offering couples appointments at this time to reduce the number of staff in one treatment room. In lieu of this service, we recommend booking 2x single treatments. We will make every effort to accommodate requests. We apologize for any inconvenience and hope to bring Couples Massages back soon!

Client Screening

- When you book your appointment, the following self-assessment tool will be sent to you: <https://forms.gle/AwcckrxsRLgH4vhn8>
- You must complete the assessment tool before you arrive for your appointment.
- You will also be required to sign off on the screening form again once you arrive for your appointment before your treatment begins.
- If you do not meet the criteria of the survey or are feeling any flu-or cold like symptoms, unfortunately we will have to cancel your visit and reschedule.
- If you are a new client, you will be required to fill out our full health form. We are also asking that clients who have been to the spa before please update their health forms.

Appointment Etiquette

- Please arrive on-time for your visits, should you be early, please wait outside of the spa if you see a client already checking in at the reception desk. This will ensure fewer people in our common areas.
- Please wash your hands when you enter and when you leave the spa. We will still have a washroom available for spa client use only and a hand washing station/sanitizing station in the spa.

Personal Protective Equipment (PPE)

- Due to the environment & limited supply, we ask that you please arrive wearing your own mask.
- If you do not have a mask, a disposable mask will be provided to you and a \$2 fee applied to your invoice.
- Masks, gloves & goggles may also be used by our therapists for various treatments

Booking An Appointment

- Online via our [online booking system](#)
- Email us at spa@nitalakelodge.com
- Call us at 604-966-5715

Cancellation Policy

- You will not be charged for any illness related cancelled appointments.
- We will be cancelling any appointments if clients exhibit signs of illness, fever or COVID-19 related symptoms at the time of their appointment.
- Please do not come into the spa to inform us that you are unwell, just call.

Payments

- Contactless payments are strongly encouraged. Please provide the spa with the credit card you wish to pay with at booking so we are able to process payment through our booking system. Cash is also accepted at this time.
- All receipts will be emailed, not printed.