



THE HORSE SHOE FARM

COVID-19 GUIDELINES FOR SPA CLIENTS

We are beyond excited to have you here at The Stable Spa at The Horse Shoe Farm! Please read the following carefully so we can make your experience here at the Farm safe and enjoyable as possible. The Stable Spa wants to reassure you that we are taking every precaution regarding the Coronavirus. We are observing protocol for proper sanitization with our therapists and staff and for the Stable Spa itself.

Booking appointments: Online (www.thestablespa.com) or via phone (828-393-3034 x2). No walk ins appointments.

1. When you book online or call by phone, we will be sending you a client intake form, our health guidelines and questionnaire, and add on services a few days before your appointment time. This eliminates the need to share pens, menus and clipboards and less time sitting and waiting.
2. Because majority of the clients that we see will be traveling to the Farm, we are taking extra precautions. *Please take the time to read the guidelines and answer the questionnaire truthfully before you come to the Farm / Spa. We please ask that anyone who has booked an appointment with the Stable Spa to review the screening questions* below. If you or anyone in your group present any virus symptoms that might put us at risk, please call us as soon as possible to cancel. Cancellations fees for appointments booked at The Stable Spa will be waived if you need to cancel within 24 hours if you exhibit symptoms*.

***Screening questions:**

Ask yourself before coming in for your appointment at The Stable Spa: Have you had a cough? Have you had a fever? Shortness of breath? Loss of taste or smell? Severe headache (new)? Have you been around anyone exhibiting these symptoms within the past 14 days? Are you living with anyone who is sick or quarantined?

Number of people in The Stable Spa:

The Stable Spa will only see clients by appointment only (via online or phone call). We will not be taking walk in appointments. We will only allow 4 clients and 5 employees in at one time into the Stable Spa. There are various places to sit to social distance. With your client intake form done ahead of time, you can go straight to your treatment room with your designated therapist.

When you arrive at The Stable Spa:

Temperature checks The Stable Spa will check the temperature of employees / therapists each day and of each client who enters the Spa. Depending on the number of people in a class in the Sanctuary, temperature checks may also be done at this location. Employees who are sick will be expected to stay home and quarantine. Clients who exhibit a fever or do not pass any screening question, will be asked to go home and quarantine.

1. Please use hand sanitizer / hand washing before and after your treatment. Hand sanitizer will be made available to you.
2. Masks will be worn by our therapists and we ask that our clients also adhere to this rule. ***Please bring your own mask but we will have some available if needed***
3. Please adhere to the signage regarding social distancing and sanitization as these may change: Checkout/reception area, bathroom, treatment room, retail area

Treatment / Class Protocol:

We are fortunate to work in an open air stable versus a closed room. When weather permits, both ends of the Stable Spa will be open and you have the option of having the exterior stable window or door in your treatment room open for ventilation and air movement.

1. **Masks:** The Stable Spa therapists will be required to wear masks during your session. Clients must also wear face masks to the extent possible while receiving services.
2. **Gloves:** Gloves make our job difficult especially when offering massage and other contact services, so we will not be using gloves during your session. If you prefer gloves during your treatment, please notify us when you book your appointment. If gloves are used, they will be disposed of properly after each use.
3. **Employee cleanliness:** Employees will arrive at the Spa showered and wearing clean clothing. Hand washing with soap and warm water, for a minimum of 20 seconds and hand sanitizer will be required by employees between every client service.
4. **Disinfectant during treatment:** All Stable rooms will have essential oil diffusers to help eliminate bacteria / virus / microbes in the air.
5. **Disinfectant before/after treatment:** Additional time between treatments have been added to ensure proper sanitization including all parts of the massage table (face cradle, table legs, bolsters, tools), linens and blankets, sitting area, restroom, etc. between each client. Linens, including blankets, will be laundered in hot water and dried completely. Throughout the day, high-touch areas in the Spa (doorknobs, stable doors, equipment, tools, etc.) will be wiped down with a disinfectant.
6. **Checkout:** Once your treatment is over, you will be directed to the retail area to wait your turn to checkout. The use of credit/debit transactions is preferred, and we have a touchless credit card reader at checkout. Avoiding the exchange of cash can help in preventing the spread of the virus. Once you finished at checkout, please leave promptly so we can accommodate the next client. You may walk around the Farm if you wish, adhering to social distancing guidelines.

- 7. Classes / workshops:** If you are taking a yoga / meditation class, please bring your own mats, blankets and props. If you are traveling, a mat will be made available to you for use for your entire stay. We ask that you clean them thoroughly before you leave. (cleaning supplies will be available). Because there will be active participation in class (breathing, movement, chanting, etc.), our instructors and their attendees will not be required to wear a mask in class.

***** There are certain services / consultations that we will be offering virtually (online), so ask us for more details*****

Maintain social distancing:

We will only allow 4 clients and 5 employees in at one time into the Stable Spa. Due to the expansive space at the Farm, we do have multiple areas for you to wait. Spacing between persons inside the Spa and while receiving treatment will be at least six feet. Specific areas inside the Spa to be aware of and watch social distancing are the checkout/reception, bathroom, the retail area. *Guidelines for these areas below*

- 1. Checkout/reception:** Only one client is allowed in this area during check in or check out. This is where temperature will be checked and where you will pay for your service/retail items. You may wait outside the Spa or in the Retail area if the Check in/out area is full.
- 2. Bathroom:** Please social distance when waiting for the bathroom. Signs will be made for proper hand washing. Touchless towel dispenser will be available. Use the foot pedal on trashcan to eliminate refuse. Hand sanitizer will be made available in and outside the bathroom door.
- 3. Retail:** Only 2 people are allowed in retail area at one time. The retail area will also be a waiting area before checkout after your appointment. While you wait, you are welcome to shop.
- 4. Classes / workshops:** We are fortunate to have A LOT of space at the Farm. Our classes will be held in either the Sanctuary, our two large barns or outside. We can social distance up to 10 feet if necessary.

Disinfection:

- 1. The Stable Spa and Sanctuary:** The Stable Spa and Sanctuary will be thoroughly cleaned and disinfected often and will maintain regular disinfection of all tools, foot soak area, treatment rooms, restrooms, all high touch surfaces, (doors, counters, light switches, tools and instruments will be disinfected regularly with EPA approved disinfectant.
- 2. Treatment rooms:** All linens will be washed in hot water and dried thoroughly. An essential oil air diffuser will be in each room to help with air quality. Essential oil hydrosols will be sprayed on all contact services before and after a session. Massage table components that are exposed will be wiped down with a disinfectant between each client. Each room has a door/window access and can be opened during your session for air flow and ventilation.

3. **Touching of surfaces:** We will remove all unnecessary items (magazines, newspapers, service menus, and any other unnecessary paper products/decor) from reception areas and ensure that these areas and regularly touched surfaces are consistently wiped down, disinfected, and that hand sanitizer is readily available to clients and staff.
4. **Checkout:** The use of credit/debit transactions is preferred, and we have a touchless credit card reader at checkout. Avoiding the exchange of cash can help in preventing the spread of the virus.
5. **Employees:** The Wellness Director has provided training, educational materials, and reinforcement on proper sanitation, hand washing, cough and sneeze etiquette, use of PPE, and other protective behaviors. Employees who are sick will be expected to stay home.
6. **Breakroom:** Our break room will be thoroughly cleaned and sanitized and will not be used for congregating.