



## OUR COMMITMENT TO KEEPING IT SAFE FOR OUR TEAM AND YOU

### Pools, change rooms and communal areas:

- Our geothermal spring water is super-heated to remove any bacteria before being distributed to our pools
- All pools are constantly replenished with fresh spring water during the day
- Pools are emptied and sanitised every night
- Changing rooms, bathrooms and contact areas are cleaned and sanitised regularly throughout the day and night
- Towels are laundered and heat dried after every use
- Hand sanitizers available throughout the complex
- Protective screens will be in place where our staff interact with visitors
- We run a cashless operation

### Strict Spa Therapy protocols are adhered to:

By their very nature, therapy treatments involve contact with guests. We are therefore committed to building trust and confidence by embracing the following standards:

- Regular handwashing and sanitising
- Replacement of all linens between clients
- Sanitising all therapy beds between clients
- Robes and towels are laundered and heat dried after every use
- Our therapists are provided with and recommended to wear face coverings in line with COVID-19 government guidelines
- Facial treatments only available at lockdown level 1.