



Dear ZaSpa guests,

As wellness practitioners, our team is deeply committed to the health of our clients as well as our own.

With specific regard to the unsettling spread of COVID-19, we wanted to update you on the precautions we've implemented at each of our four locations. We have implemented the following procedures:

**Enhanced Internal Procedures:**

- Sterilization before services: First, our gloved staff cleans and sanitizes all tools, equipment, and surface areas. Then, they sterilize all tools, equipment, and anything that could be touched during a treatment. Finally, they prepare the beds with fresh linens which are kept segregated and sterile
- After a treatment or service, towels and linens are immediately removed and stored separately. Whether or not they were actually used, all linens from the room are taken on-site to be professionally laundered and sterilized using non-irritating, fragrance-free detergent
- Our check-in stations are disinfected after every client interaction. The relaxation and retail areas and the changing facilities are disinfected at least once per hour
- No employee is permitted to work if s/he feels unwell or exhibits any cold or flu symptoms

**Guest Protocols:** We ask that you follow these simple steps to maintain a healthy environment for everyone while ensuring a best-in-class experience for you:

- We will confirm all appointments by telephone. If you're at all unwell, we will help you reschedule your appointment
- Upon arrival, we ask that our guests wash their hands with soap and warm water for at least 20 seconds. Avoid touching your eyes, nose, mouth, and face before or after your treatment
- While you're visiting one of our facilities, and in general, please cover your cough or sneeze with a tissue which should be discarded in the trash.

If you feel sick, have a runny nose, are coughing or recovering from a recent illness, please let our staff know as soon as possible. We will help you reschedule your appointment. We appreciate that this may be frustrating but please know that your health is our priority.

We love ya at ZaZa!