

COVID - 19



SpasEnMer[®]

A Beautiful Experience

Guidelines and Protocols

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Section 1: INTRODUCTION

As the world has embarked on preventative and safety measures in dealing with the COVID-19 Virus, Spas en Mer have taken the initiative to establish protocols and measure to ensure the safety and health of guests, crew and spa staff. As part of drive for excellence and service, all staff will be educated and trained in the protocols to eliminate and contamination or transmission. Safety and sanitation in the Spa business are essential for health, from preventing infection and improving employees and guest's overall well-being.

These guidelines are not intended to replace existing sanitation procedures set forth by the CDC, cruise line protocols or government regulations for the onboard operations, but to enhance and ensure we are at the frontline in preventative action.

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Section 2: COMMUNICATIONS AND MARKETING

Communications:

- As cruise lines & Spas re-open around the world at different timelines, please visit our website: www.spasenmer.com to view this document on line. As regulations and protocols are changing, Spas en Mer will endeavour to keep our information and this document up to date and current.
- As cruise line release their new start up operational dates, Spas en Mer will update our website so that our guests can once again enjoy their favourite services with the confidence that we have the strictest measures in place to ensure their safety.
- Open communications with employees, guests and partner vendors to keep updated on a re-opening plan and actions, as well as receive correspondence via our info@spasenmer.com mail should guests, staff or vendors require further information.
- Maintain staff engagement during the lockdown with positive and encouraging communications, and continual updates of the protocols in place to be used within the spa operation on board cruise ships.
- Carefully choose what is relevant to communicate when making changes to operations after the lockdown is lifted, which elements of these are relevant to share based on the region, to avoid adding any fear into the Spa Journey.
- Communicate the benefits of incorporating health & well-being back into life post lockdown.
- Control the message to re-assure guests, crew and staff that health & safety is always a priority at Spas en Mer.

Marketing:

- Spas en Mer will adjust our marketing approach to ensure guests are informed of the protocols, as well as adjust the services offered to reduce cross contamination or infection.
- Spas en Mer will study demographic and itineraries to promote treatments that enhance the guests overall well being during face, body, hair and nail services.
- Due to the concern and reduced demand by guests after the cruise industry reopens, Spas en Mer will offer and focus education to enhance the guests overall onboard and relaxation experience.
- Due to the reduced demand after re-opening, promote services that yield higher profits. Avoid discounting if this is something you have never done. Ensure you are yielding strongly once open.
- Based on the itinerary and the severity of the outbreak, Spas en Mer with collaboration of the Cruise line, may close wet service areas (Sauna, steam room and indoor spas) to reduce and eliminate the risk of contamination.
- Spas en Mer will introduce new dynamic packages for guests to experience low risk relaxation and pampering services.
- Appointments will follow strict time schedules, with added time between services for complete cleaning and sanitization of the area to be used.
- Spas en Mer will continually liaise with the on-board medical team to ensure up to date information on guest and staff safety is maintained, and this information is to be passed onto staff and guests at all times.
- Communicate and promote the Spa to the most frequent and loyal guests and members by calling them directly to follow up on their health and well-being.
- Encourage social distance measures and promote Spa In-room services.
- Promote any minimal contact Spa and wellness treatments.

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Section 3: RESERVATIONS AND PRE-ARRIVAL

In this section, staff and guests will learn to adapt to the new safe protocols for making reservations and arriving for treatments in the spas area.

This information will be used as a guideline and will be adapted to meet further requirements by the cruise line or government to ensure the implementation of procedures that are best suited to the itinerary and demographic.

Spas en Mer will implement heightened Spa Operating Procedures, and continually review the operation with the cruise line and management and make changes immediately as deemed necessary.

Recommendations for Reservations and Pre-Arrival are:

- Reservation Procedure; Scheduling Guidelines, Scheduling Procedure, Scheduling Scripts
- Reservation Prompt Card
- Spas en Mer will extend the medical release form that is completed prior to treatments to include conditions and handling of contraindications specific to COVID-19
- Pre-Arrival Information; Digital Advanced Consultation Form, Covid-19 Spa Policies Template
- Confirming Appointments; Telephone, Email, Text Message, Room Card
- Internal Spa Reservations Hygiene SOP

Reservation Procedure

Scheduling appointments is one of the most vital parts of the spa operation. Knowledge of the services and protocols in place will assist with the reservation process, and extra care will be needed for social distancing, sanitizing and personal hygiene to ensure the safety of guests and staff.

Scheduling factors to consider:

- Ensure extra turnaround time between bookings, allowing for new Therapist and Treatment Room hygiene protocols
- Recommend treatments with minimal contact or services that can be performed over clothes for guest that may feel nervous about re-visiting the spa
- Consider limiting thermal use to one guest per booked appointment slot, with time in-between sessions for cleaning
- Ensure treatment variety is even between therapists reducing risk to guests and therapists
- Ensure bookings are evenly booked between therapists
- Ensure breaks are scheduled in-between over 3 hours of treatment packages.
- Ensure you know what your booking limits are for each service type
- Cleaning time should be included before or after a lunch break, and before the end of the day to allow for sanitization
- Consider all contraindications (as per SOP)
- Maximize spa revenues by booking high yielding treatments and utilizing promotions to increase off-peak quiet times
- Ensure any notes relevant to the booking are added to the reservation, for example; if a guest has mentioned they feel hesitant about returning to the spa, and printed from the spa software as part of the therapist schedule so Reception and Therapists can greet the guest with extra care

Booking to Arrival Procedure

The below protocol outlines our recommended booking procedure from reservation to arrival:

1. Appointment Booking; Guest and staff to follow safe social distancing, guest is to sign in with time and cabin number, and temperature to be taken, and receptionist checks guest and household symptoms within last 14 days and schedules appointment, adding any necessary notes to the booking. Clear instructions displaying the protocols for entering the spa area will be displayed at all entrances, and guests are required to wear a face mask and sanitize before entering the spa.
2. Receptionist to provide guests with confirmation of booking including COVID-19 Spa Policies and *Advanced Consultation Form (*required to be completed by every guest prior to receiving service or treatment).
3. If applicable, 7 days prior to arrival, the guest sends back the Advanced Consultation Card to the Spa to be reviewed. If no symptoms have been noted, the booking may continue as usual. If symptoms have been noted, the guest should be called to obtain further information.
4. Within 36 hours and before 24 hours of the appointment, a booking reminder should be given via; Telephone or Appointment Card to Stateroom. This should include a further advisory regarding newly developed symptoms.
5. Guest arrives at Spa for appointment and is greeted by Reception, signs in the guest register, takes temperature and proceeds to the spa relaxation waiting area, maintaining social distancing at all times.

Spa Scheduling

The below should be added into your usual booking protocol:

Include:

1. COVID-19 Spa Policy Overview
2. COVID-19 Symptom Check
3. **Amendment-** Cancellation Policy
4. **Amendment-** Send Booking Confirmation, Spa COVID-19 policies and Advanced Consultation Form.

Recommended Scripts

1	<p>COVID-19 Spa Policy</p> <p>"<Guests name>, before I provide you with recommendations, I would like to explain how we have amended our operating procedures, in response to COVID-19. These amended procedures have been implemented to ensure our guests are safe and protected throughout their spa experience. Do you have time for me to explain these to you?"</p> <p>"We have introduced new policies for reservations, meaning I will need to ask you some additional questions during the booking. If your booking is outside of 2 weeks prior to arrival, we ask for a digital consultation form to be completed and returned 7 days prior to your appointment. Our hygiene protocols have always been of the highest standards and we have introduced additional sanitising procedures throughout the spa. These are outlined in the new spa menu of services, and the amenity booklet found in your stateroom. We would like to provide you with as much information as possible prior to arrival, so on the day, you can fully immerse yourself into the spa experience."</p> <p>"Do you have any specific questions at this stage regarding our policies, that you would like to ask me?"</p> <p>"Are you happy to continue with your booking?"</p>
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Recommended Scripts

2	<p>COVID-19 Symptom Check</p> <p>If the appointment is within 7 weeks of scheduling:</p> <p>"<Guests name>, I now need to check if you have any medical conditions that may affect your treatment or visit. Please be assured that all information will be held confidentially in line with Data Protection and GDPR." (EU only) (HIPPA USA)</p> <p>"May I ask if you or any member of your household has had any of the following symptoms in the last 14 days, including minor; Fever, Cough, Breathlessness, Headaches, Sore Throat?"</p> <p>If the appointment is outside of 7 days of scheduling:</p> <p>'May I ask if you or any member of your household has had any of the following symptoms in the last 14 days, including minor; Fever, Cough, Breathlessness or Breathing Difficulties, Headaches, Sore Throat?'</p> <p>"Thank you for providing this information. As your appointment is scheduled for <xx day> time, we will ask you to complete an advanced consultation form prior to arrival and bring it with you at the time of your appointment."</p>
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Recommended Scripts

3	<p>Cancellation Policy</p> <p>“We have a cancellation policy 24 hours before your scheduled appointment, so please keep this in mind should you wish to cancel or amend your booking.”</p> <p>“Should you feel unwell or develop any symptoms within 24 hours of your appointment, the cancellation charge will be waived, as the wellbeing of our guests is our priority. If you are unsure whether to attend your appointment, please call the spa so we can advise you.”</p>
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Handling Contraindications

As a recommendation, any guest who has displayed the following symptoms a; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 7 days should be recommended to reschedule their appointment until they and their travel members have been cleared of symptoms by 7 days, unless these symptoms are due to pre-existing medical conditions.

Countries, local authorities and individual cruise ship organisations may have different advisories regarding what is acceptable, in terms of, recent symptoms and safe timeframes of returning to spa's and public areas. Spas en Mer will check and understand what advice is relevant for our spa and cruise ship protocols.

Receptionists are not expected or qualified to diagnose and issue advice regarding any individual's health. Should a guest ask for advice they should be referred to contact the onboard medical doctor or local health service.

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COVID-19 Symptoms as reported by WHO (World Health Organisation)

Common symptoms include:

- High temperature/fever – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous dry cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Tiredness

Other symptoms include:

- Shortness of breath
- Aches and pains
- Sore throat
- Very few people will report diarrhoea, nausea or a runny nose
- Loss of sense of smell and taste

Scenario Examples

Booking Time Frame	Guest Response	Receptionist Response
Within 7 Days	If guest answers “yes” to any of the symptoms, or anyone in the travel group	<p>Obtain further information: “Can I ask which symptoms have been experienced?” “To your knowledge, are these due to any existing medical conditions?” If the symptoms are not common to the guest and they have been present within 7 days It is recommended that the guest visit the medical facility for accurate diagnosis and opinion before an appointment can be scheduled.</p> <p>If the symptoms have been displayed by a member of the travel group, It is recommended that the guest visit the medical facility for accurate diagnosis and opinion before an appointment can be scheduled.</p>
	If guest answers “no”	Proceed with booking. Appointment reminder should follow within 36 hours With additional symptom reminder. Advanced Consultation for can be Completed before arrival and brought with guest to the appointment.

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	If guest answers “no”	Proceed with booking. Appointment reminder should follow within 36 hours With additional symptom reminder. Advanced Consultation for can be Completed before arrival and brought with guest to the appointment.

Pre-Arrival Information

Advanced Consultation Form

It is recommended to send the **Advanced Consultation Form** (Consultation Form that includes the additional information required to be completed in relation to Covid-19) to all guests who schedule an appointment. It is recommended that the guest is asked to complete the form in its entirety and bring with for the appointment. The spa should review each form and add necessary notes to the reservation or follow up with the guest to obtain further information if symptoms have been displayed. The guest is required to arrive 15 minutes before the appointment to ensure there is sufficient time for staff to evaluate the information on the form and conclude if the appointment is safe or needs further attention.

The spa has the right to cancel the appointment should they feel there are any concerns with the information provided, and recommend the guest visit the medical facility for clearance before the appointment can be re-scheduled.

COVID-19 Spa Policies

Guests will be advised prior to arrival, the spa's specific measure's relating to COVID-19. This will be included in the confirmation appointment card in the form of a protocol document.

Confirming Appointments

All appointments should be confirmed before 24 hours and within 36 hours of the reservation.

Telephone Confirmation

- Guests should not be called to confirm if they have scheduled their appointment on that day
- Confirm appointment details
- "I can confirm that we have you scheduled for an appointment today. Can you confirm you have completed your advanced consultation form and that you will bring it to the spa 15 minutes before your scheduled appointment time.

Leaving a Voicemail

- If the spa needs to leave a voicemail to confirm an appointment, the spa will the following guidelines:
- Usual spa greeting and appointment confirmation

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- "I can confirm that we have you scheduled for an appointment today. Can you confirm you have completed your advanced consultation form and that you will bring it to the spa 15 minutes before your scheduled appointment time."
- "Should you have any questions please don't hesitate to ask"
- "We look forward to welcoming you to (name of the spa)"

Appointment Card to Room

- Usual Spa Appointment Reminder to be dropped at the room before 24 hours of appointment.
- Where possible, additional text to be added to the appointment card as outlined below. Alternatively, a second card should be left with the appointment card as a final symptom check before arrival.
- “If you have developed any of the following symptoms; Cough, Fever, Breathlessness, Sore Throat, Headaches within the time of scheduling your appointment, please contact the Spa via the speed dial button <Speed Dial Name/Number> before arriving for your appointment.”

Internal Staff SOP

As precautionary measures during the first 3 months of re-opening the reservation team will adhere to the following guidelines:

Work Stations

- Where possible and in accordance with your hotel policy reservation stations should be 2 meters/ 6 ft. apart.
- Where possible workstations should not be shared unless sanitized between use.
- Headsets, telephones and desks including; keyboard, mouse, laptops and stationary should be sanitized before the start of each shift and at the end of each shift.
- Hand sanitizers should be available at each workstation.
- Hands should be sanitized before coming into contact with guests/employees including handling letters of confirmation/information and before preparing mail to be posted.
- An extra 15 minutes will be added to each service. This time will be used to sanitize the area between guests.
- Spas en Mer will provide enough stainless-steel utensils to ensure that each guest receives a service with sterile equipment. Prior to the spa closing at night, all equipment will be placed in sterilization machines overnight to ensure all equipment is sterile for use.
- Hand sanitization stations will be placed all over the spa
- Spas en Mer and the Cruise Ship's Covid-19 protocols will be displayed all over the spa.

Section 4: SPA RECPTION & SPA BOUTIQUE

The use of personal masks is accepted for all Spa employees in accordance with local regulations.

- Spas en Mer has created a welcome ritual for each arriving guest that includes disposable hand towels which also includes hand sanitizer.
- Sign to be placed at the Spa Reception outlining the increased sanitization policies, should guests wish to review these.
- Each employee uses their own pen during shift and commit only to using their pen. If needed, flag pen with tape labelled with employee's name. Guests pens are sanitized after each use.
- Spas en Mer will ensure each employee maintains their own workspace and does not use each other's workspace.
- Spas en Mer will add a HEPA air purifier to all Spa areas.
- Spas en Mer will place a UV sterilizer machine near the front desk to disinfect small items overnight.
- Place hand sanitation stations and wipes around the Spa for guest and employee use.
- Practice social distance measures by marking floors in the Spa reception. Based on Spa size and lay-out configure Spa check-in to one area and Spa check-out to another area.
- Ensure all workstations maintain social distancing guidelines.
- Consider limiting the amount of time guests can use the locker room facilities to avoid overcrowding.
- Wipe down all surfaces after use including: telephones, desk, keyboards, credit card machines, mouse, etc. with disinfectant spray/wipes
- 1x per hour: Wipe down guest's side of the desk, including pull out trays, folio folders, pens, etc.
- Every 30 minutes and depending on traffic volume, clean and disinfect all door handles and high contact areas.

Retail:

- Remove all testers from Spa including skincare, body products, make-up. A basket of top 20 product testers will be kept behind the reception. A sign will be placed within the retail display advising guests that testers are available at the Spa Reception. Should the guest request a tester, a small quantity will be dispensed to the guest by the receptionist, hereby reducing contact. The tester will then be disinfected and replaced in the display.
- 1x per hour: Wipe down and disinfect items touched by guests
- As a precautionary, inventory deliveries should not be opened immediately after receiving, unless PPE is worn, and items are immediately wiped down.

Section 5: LOCKER ROOMS, WET AREAS & RELAXATION LOUNGES

- Tour of the locker rooms are to be conducted after the guest has changed into robe and slippers to avoid the guest walking with their shoes around the wet areas.
- Lockers will be assigned to each guest in consideration of social distancing guidelines.
- All lockers will be pre-locked to avoid guests from changing assigned lockers or from touching contents inside lockers.
- Based on Spa size and region, each locker will contain individually wrapped face masks and a small personal bottle of hand sanitizer. Should the guest require amenities such as soap, shampoo or conditioner, this will be wrapped and kept at the spa reception and given to guests individually to reduce the risk of multiple use and contact.
- All areas will contain hand sanitation station & sanitation wipes.
- Lockers will be sanitized after each use by the attendants.
- Attendants will wear proper PPE such as gloves and masks when removing dirty linen and items from linen baskets or trash cans.
- All door handles and doors will be sanitized on a regular basis. It is recommended once every 30 minutes.
- 1x per hour: Clean and disinfect vanity area.
- Depending on region and severity of the outbreak, steam rooms, saunas, inhalation rooms, ice rooms, Jacuzzis & indoor pools will not be available for guests to use. If these facilities are not available, Spas en Mer will consider adjusting treatment prices to reflect the lack of facilities.

Spas en Mer Covid-19 Guidelines and Protocols.



- Ice rooms, ice fountains, inhalation rooms will not be available due to the mild/cold temperature and humidity.
- Spa staff will ensure all guests wear towels while using thermal experiences.
- Ensure wet areas are set to the correct temperatures as high temperatures are known to kill germs and common viruses

Steam Room (110-115 F; Sauna 150-175 F; Infrared Sauna 120-130 F; Jacuzzi 100-104 F; Cold Plunge 50 - 55 F)
Steam Room (45 C; Sauna 50 - 75 C; Infrared Sauna 40-60 C; Jacuzzi 37-40 C; Cold Plunge 10-12 C)

- Sterilize all areas overnight by utilizing ozone machines or appropriate chemicals.
- Consider limiting thermal use to one guest per booked appointment slot, with time in-between sessions for cleaning

Relaxation Lounges:

- Where possible, space out all furniture to comply with social distancing guidelines.
- Remove blankets, neck pillows and extra cushions from lounges and chairs.
- F&B offerings must be individually wrapped and single use.

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Section 6: TREATMENTS & TREATMENT ROOMS

The recommendations below are in addition to existing cleaning and sanitation guidelines already in place. The use of personal masks and face shields will be worn by all spa staff.

Disposable masks will be available at the Spa upon guest request. The spa must follow local laws and regulations relating to personal protective equipment.

- Recommend to all guests to shower pre & post treatments.
- Based on region, eliminate handshake introduction and replace with a right hand to heart gesture or Thai greeting - palms pressed together in a prayer-like fashion.
- Create a welcome ritual by offering a disposable hand towels which also contains hand sanitizer.
- Ensure treatments have 15 minutes in between each service to allow for treatment room cleaning and sanitation. Spa staff will wipe down counters, bottles, cabbies, jewellery box, head rests and treatment tables.
- Head rests and treatment tables will be covered with disposable sanitized covered which will be replaced after each treatment.
- Spa staff will spray and sanitize all skincare bottles and products used after each treatment.
- Remove from treatment rooms: bed skirts, duvets, pillows, runners, table warmers and mattress pads. All linen in the treatment room will be used and washed after each guest.

Spas en Mer Covid-19 Guidelines and Protocols.



- Spa staff will wear disposable aprons for face and body treatments.
- Each staff member will use their own pen during shift and commit only to using their pen. If needed, flag pen with tape labelled with therapist's name.
- Maintain HEPA air quality machine in each treatment room.
- Spa staff will wash their hands before and after the treatments.
- Ensure autoclave cleaning is utilized with bags for additional measures. Ensure each autoclave bag is opened during the guest service (allow guests to see implements are in autoclave bag for added measure).
- Follow social distancing measures for the spa and spa staff inside the employee lounge, linen rooms, spa back of house areas.

Personal Protective Equipment (PPE)

If masks are used by spa employee's, the below guidelines should be adhered to as recommended by the World Health Organisation. Spa Managers/Directors should organise relevant Health and Safety Training for the whole team.

How to wear a mask correctly:

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one before each new service.
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.

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Section 7: FITNESS CENTER & FITNESS CLASSES

- Based on the region and facility, encourage all fitness classes to take place outdoors.
- Establish maximum numbers of guests per fitness class to ensure guests can practice social distance.
- Each studio equipment/mat needs to be 2 meters / 6 ft. apart at all times.
- Provide additional disinfectant products – antibacterial wipe dispensers and hand sanitizers in all areas of the fitness centre. Educate and encourage guests to clean and disinfect their own equipment before and after use by placing signs near the sanitation stations.
- Classes to be setup prior to the class starting due to people not having to crowd around one area to collect equipment.
- Re-arrange cardiovascular gym equipment to ensure there is 2 meters / 6 ft. apart between each of them. This includes treadmills, stationary bikes, ellipticals, stair climbers, etc. If spacing equipment or removing it from the fitness centre is not possible then limit the amount of equipment that can be used by creating out of order signs and unplugging each machine.
- Signage regarding social distancing and communication to guests to reiterate that if they are feeling unwell, they should not be using the fitness centre or fitness studio.
- Determine the maximum number of guests that can be present at once in the fitness centre in order for everyone to practice social distancing measures.
- Ensure attendants are cleaning and disinfecting all fitness centre equipment on a regular basis and removing dirty towels with appropriate PPE such as gloves and masks.
- Remove all F&B offerings from the fitness centre except for bottled water.