

# THE WELCOME EXPERIENCE

We have enjoyed providing our guests with extra amenities such as fitness center access and parking validation. We are happy to offer our Spa & Salon guests with complimentary parking in the Amway Grand Plaza Parking Ramp.

- Please arrive 15-minutes prior to your service, and refrain from bringing in personal belongings. When arriving for your appointment please follow the appropriate social distancing markers before entering the Spa & Salon.
- We want to ensure we are taking appropriate measures to increase the safety of our guests and associates and therefore ask that only guests with appointments enter the Spa & Salon.
- Upon entering the Spa & Salon you will be required to sign a liability waiver.
- Please be mindful and disinfect your hands upon entering the salon and after touching any surfaces.
- **We require face coverings for all guests upon entering the Spa & Salon and during services.**
- Guests and associates will both disinfect hands prior to starting the service.
- To be mindful of keeping safety a top priority we have temporarily removed magazines and beverage stations.
- If you are interested in purchasing a product please ask an associate to help you.
- If you are feeling sick, have a sick family member at home, or have shown symptoms in the past two weeks, please stay home and call us to reschedule your appointment.

HERE ARE THE PRECAUTIONS WE ARE TAKING AS STAFF TO KEEP OUR CLIENTS AND SALON AS SAFE AS POSSIBLE:

- All employees have completed an additional disinfection training focused on COVID-19 preparedness.
- We will wear face coverings and/or face shields throughout your entire service.
- We have hand disinfectant at every stylist's station and around the Spa & Salon.
- Throughout the day, our team will be focused on disinfecting all areas, and high-touch surfaces will receive extra sanitation.