



We are open and have implemented many

## COVID-19 Health & Safety Measures

to **PROTECT YOU** so you can **RELAX** and **BREATH**  
while You Receive Services at Serendipity.

**For Your Safety We Perform Health Screenings on All Staff and Every Guest each day**

- All Guests, after booking, are emailed an online [Covid-19 Information & Liability Waiver](#) to complete when they book an appointment.
- All Guest are met at the door
- All guests have their temperature checked as part of their intake prior to service.
- All guests are re-emailed and asked to complete a new [Covid-19 Information & Liability Waiver](#) 24 hours prior to their appointment.
- Any guest reporting and/or experiencing COVID-19 like symptoms will be politely asked to reschedule their appointment.
- Any guest who has recently traveled by plane is asked to politely wait and quarantine for 10 days before their appointment.

- All employees go through a health screening at the start of each shift, including a temperature check, and are sent home if experiencing any cold, flu or COVID-19 like symptoms.
- Serendipity follows all COVID-19 Reporting and Contact Tracing Guidelines
- All guests experiencing any flu or cold symptoms will be asked to follow CDC guidelines and please quarantine for a minimum of 10 days before coming into Serendipity.

### For Your Safety, Our Staff Wears Extra Personal Protective Equipment (PPE)

- All Serendipity Spa & Wellness Center team members are required to wear specialized N95 masks with circulating air flow in addition to protective face shields, clean gloves are worn and changed as often as necessary during each guest's service.
- All guests are required to wear masks. If they arrive at the center without a mask, one will be provided before entering the premises. You will be allowed to remove your face mask when your facial service begins.

### Social Distancing

- Arrival – Guests will be asked to arrive 5 minutes before the start of their appointment. If guest arrive earlier they are required to wait outside or in their car. Your provider will meet you at the door.
- Departure – We respectfully request that our waiting lounge remain free of all guest until further notice. Guests will be encouraged to sign up for [Express Check Out](#) filling out the form will allow you to depart without needing to stop by the front desk after each appointment.
- If you prefer to book your own appointment, please book online at [www.SerendipitySpa.net](http://www.SerendipitySpa.net) or by phone at (253) 394-1466.
- Greetings – Employees have been trained on touchless greetings -avoiding hand shaking, hugs, and other non-essential contact.

### **Minimizing Physical Touch and Adhere to Social Distancing**

- No wait Re-bookings. We will discuss your rebooking day and time during your service and will rebook you after you leave. You will receive an email with your new booking date and time. You can manage your appointment by clicking the [Manage My Appointment Link](#) in the confirmation email or call Serendipity at (253) 394-1466 to have it rescheduled.
- We have paused our beverage services to decrease unnecessary contact with surfaces while at Serendipity.

### **We have the Highest Standards of Disinfecting & Sterilization Processes**

- All treatment rooms will be thoroughly disinfected between and each guest.
- Our common areas and treatment rooms have two HEPPA Air Filtration with UV sterilization systems running at all times.
- Our common area surfaces are disinfected each hour throughout each day and our center is deeply re-sanitized each night.
- All service implements, are hand washed, soaked in Barbicide (CDC approved) and UV sterilized after each use.
- We require frequent, thorough hand washing with soap and water for staff.