

## COVID-19 Safety Protocol

1. All services are by appointment only.
2. Appointments will be booked over the phone. I will offer a short questionnaire and request confirmation of having read and understood the new rules in place. Higher risk clients may have to postpone appointments.
3. Additional guests, children and pets are not permitted to attend appointments at this time.
4. Refrain from bringing any personal items into the office (such as large bags or additional clothing). You will be asked to store your items in a secure area of the waiting room.
5. When you arrive, please call or text that you are here, and wait for my call in your car.
6. I will call and ask a series of questions regarding potential symptoms that you must answer before being invited to come in to the office.
7. While in the building, please continue maintaining social distancing as much as possible.
8. If the Sonata Spa door is open it will indicate I am ready to greet you.
9. A forehead thermometer will be used at the doorway to check and document each client's body temperature. If you have a fever, I will let you know and you will be asked to leave.
10. Please wear your own mask (**OPTIONAL for Vaccinated customers**) while entering the building and office. Upon entering into the office, you will be given a safety package with a disposable mask, plastic bags, slippers or shoe covers.
11. Remove your shoes, coat, cell phone at the door and place them into the plastic bag or plastic bin provided.
12. Put on the disposable spa slippers or covers.
13. Proceed to the restroom and wash your hands.
14. If you are wearing a mask please replace it with the provided mask.
15. **Mask is REQUIRED for ALL customers.**
16. Proceed to your treatment room.
17. If other items of clothing must be removed to receive services, please store them in a plastic bag and place them into the second plastic bin located in the treatment room.
18. Please wear your mask for the duration of the whole treatment. (**OPTIONAL**)
19. Please keep 6 feet social distance during check-in/check-out process.
20. Strictly adhere to aftercare instructions and guidelines to support treatment outcomes.

\_\_\_\_ I have read, understood, and agree to adhere to the above protocol in order to receive services at Sonata Spa.

Name \_\_\_\_\_ Date \_\_\_\_\_

## **Additional Notes To Encourage Our Collective Safety**

- \*I will continue to adhere to recommendations and improve this protocol as more information and options become available.
- \*I am monitoring my own health and doing everything I can to prevent infection.
- \*I wear mask, gloves and face shield for the duration of your treatment.
- \*I am sanitizing surfaces regularly.
- \*As it takes time to disinfect between clients, I am grateful for and request continued patience.
- \*Please arrive on time for your appointment, and understand that unfortunately we won't be able to linger and connect afterwards, as we may have in the past.
- \*Additional cleaning may require 10-15 min, which has the potential to delay your appointment time.
- \*Please wait for my call to invite you into the building.
- \*I will be spacing out appointments and you will be spending less time in the lobby and more time in treatment room. Expect to be whisked in to the treatment room and your needs attended to with the same great care you have come to appreciate!
- \*Because I am spacing out appointments, you may have to wait longer than usual to get in to see me.
- \*Product orders can be fulfilled over the phone prior to your visit or safely picked up in the parking lot.
- \*The most important thing you can do is to stay home if you feel unwell, if you have been around someone who is ill, or if you have been exposed to COVID-19.

### **Please review this information from CDC:**

About washing your hands: <https://www.youtube.com/watch?v=d914EnpU4Fo>

About wearing a mask: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html>

### **A Note on Pricing:**

Effective January 1, 2022, all service prices at Sonata Spa will be changed due to a dramatically increased price for supplies and other business expenses required to safely provide high risk personal care services. I hope you can understand that safety remains the top priority as we continue adjusting to challenging times caused by the global pandemic.

#### **Payment by Cash:**

First initial visit must be paid with cash, please place exact amount of cash in an envelope or plastic bag to avoid excessive cash handling.

#### **Debit/Credit Cards and Online payments:**

Please do not book and/or pre-pay your services online at this time. I can email an invoice for electronic payments after each visit and you can make a payment online immediately. Please make sure you have a valid email address on file for ongoing communication. There will be extra 4% processing fee added for each electronic payment. 1% late fee will be added daily to each past due invoice starting 24 hours after invoice sent.

#### **Payment by Check:**

Payments by check available only for established clients. Please have your check ready before your visit, you may write it after your visit in designated area. Pre-paid Packages are not available at this time.

I am looking forward to seeing you and starting this new journey together!

Yours in Wellness,

Nataliya