

ENJOYING YOUR SPA IN THE TIME OF COVID

GUEST CONCERNS

**d mai**
urban spa

	FAQS, CARES, CONCERNS & SOME THINGS YOU MAY BE THINKING ABOUT
Changes In Our Treatment Menu	<ul style="list-style-type: none"> We have temporarily simplified our treatment menu to ensure that every service can be performed while following the guidelines established to reduce the spread of COVID-19. If the treatment that you most often enjoy while at our urban oasis is not being offered at this time, please allow us to suggest an alternative service that might meet your needs in a similar way.
Changes In Booking Times And Spa Hours	<ul style="list-style-type: none"> Our new treatment schedule better allows us to practice social distancing. There will be only one guest in the changing room at a time. With staggered check-in times, our conscientious housekeeping team will be able to clean and disinfect the changing room after each guest use. Longer spa hours allow our phenomenal LMT team to be able to perform a standard shift of massages, despite the longer wait between bookings. We are in this together - the d'mai team is a family.
Cleaning Disinfection Sterilization	<ul style="list-style-type: none"> We have heightened our already impeccable levels of hygiene and sanitation to include sterilization in our treatment rooms with extended room turnover times to comply with the CDC guidelines. Our treatments rooms, once cleaned after each treatment will be disinfected and UV sterilized. We have installed Merv-13 hepa air filters throughout our space.
The Check-In + Arrival	<ul style="list-style-type: none"> We have missed our guests so very much, and our very happy and <i>ready</i> to welcome you back. Our spa host will greet you warmly with universal health screening questions. We will take a contactless reading of your temperature. The threshold for entry and continuing with your service/entry into our spa is 99.3 or lower. Only one guest in the changing room at a time. Of course, at our spa, the choice is always yours. If you wish to forgo the treatment room, kindly arrive in comfortable loose fitting clothing and please bring a pair of soft -soled slippers or socks.
Snacks + Beverages	<ul style="list-style-type: none"> Your spa host will ask you about your snack preferences. Once you are comfortable and relaxing in our urban oasis, we will bring you an individually packaged snack along with herbal tea and infused filtered water. What if you want more? Great! Enjoy, our spa host will be happy to serve you more.
Our Sauna	<ul style="list-style-type: none"> Our sauna will still be available to d'mai guests. Please let us know you wish to enjoy the sauna during your time at d'mai. The sauna will be available by reservation for 15-minute intervals first come first-serve. (Guests with treatments only allowed to schedule w exception of rain-checks) Guests unable to enjoy the sauna will receive their choice of a rain-check voucher or a 20% off future use coupon for their following service.

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<p>Staff COVID-19 Testing & Temperatures Checks</p>	<ul style="list-style-type: none">Phase 3 requires all employees in our field to have daily temp checks as well as COVID-19 tests every 14 days. Of course d'mai is fully compliant. We care about the wellness of our team, our guests and our community. This global health crisis is serious.
<p>Masks, Social Distancing & Risk Reduction</p>	<ul style="list-style-type: none">Out of respect for the health concerns of our staff and other guests and in alignment with the recommendations of WHO, CDC and city and state regulations we ask that you wear a cloth face covering or similar during your visit.We have greatly reduced the number of treatments we perform in a day in order to limit the number of guest in our spa at any given time. Social distancing is a priority. Each quiet pod in our spa is designed for one guest or one biological bubble.When in the reception of the Clean Beauty Shop at d'mai you will immediately notice our newest friend; the ever so chic Aura Aware. This sleek and modern device blinks green when everyone in the room is compliantly more than 6 feet apart. Should any 2 persons get closer than 6 feet Aura Aware will blink red and begin to chime out loud.
	<p>We are in this together. Enjoying spa services, during these triggering and unusual times is a gift. It is an honor that we, at d'mai, are able to be here to partner with you in your wellness journey. Managing the risk of an air-born virus is stressful for us all. It requires an ever-present eye on the current research, constant vigilance regarding sanitation, and an honest transparency between us; you the guest and us the provider. We are in this together.</p>