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Reopening policies and procedures

**TALKING POINTS FOR CUSTOMER CONCERNS**

**{INSERT SPA NAME}**

*[This template provides general guidance for developing a set of talking points spa staff may use when responding to guest questions related to reopening following COVID-19-related closures.The specific questions and answer options provided below are only examples.Add, amend or delete questions in the “A guest asks:” column as needed, and insert answers in the corresponding location in the “In your own words, respond with:” column according to your spa’s policies.]*

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| A guest asks: | In your own words, respond with: |
| **Why isn’t the service or treatment I usually get available?** | * To ensure that every service or treatment can be performed while following the guidelines established to reduce the spread of COVID-19, we have temporarily simplified our treatment menu.
* If you would like, I can suggest an alternative treatment or service that might suit your needs.
 |
| **Why are your hours/treatment times different than before?** | * [Your spa name’s] revised hours and treatment schedule better allows us to practice heightened levels of hygiene and sanitation while complying with the requirements set forth by [government agency or similar].
* Our new hours of operation are [updated schedule here].
 |
| **What is the spa doing to keep me safe during a service or treatment?** | * [Your spa name] has heightened our already rigorous hygiene and sanitation practices, including:
	+ [New policy #1]
	+ [New policy #2, etc.]
* If you would like more information, I can direct you to [website].
 |
| **Will the arrival and/or check-in process be different?** | * Yes. When you arrive at the spa, please follow these steps to assist our staff as they facilitate our new arrival and check-in process:
	+ [New step #1]
	+ [New step #2]
	+ [New step #3, etc.]
 |
| **If all spa amenities are not available, will I pay a discounted rate for services?** | * [Yes. Our current treatment menu pricing reflects the reduced rates.]

**OR*** [No. Current pricing on services and treatments allow us to fairly compensate our therapists, service providers and staff. We look forward to once again offering a full slate of amenities as soon as possible.
 |
| **Will the sauna, steam room and other wet areas be open?** | * Yes. Wet areas in [your spa name] will be open with certain restrictions, noted below:
	+ [Restriction #1]
	+ [Restriction #2, etc.]
* No. To allow guests to more easily practice social distancing and to ensure [your spa name] is able to maintain the highest levels of sanitation throughout our facility, wet areas are temporarily closed to guests.
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| **Are spa staff being tested for COVID-19 or getting their temperatures checked before returning to work?** | * [Answers will vary based on spa policies and government regulations].
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| **Do I have to wear a mask while visiting the spa?** | * Out of respect for the health concerns of our staff and other guests and in alignment with the recommendations of [government agency or similar] we ask that you wear a cloth face covering or similar during your visit.

**OR*** Although we encourage anyone (including staff) who wishes to wear a face covering to do so, we are not requiring guests to use them at this point.
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| **How will your spa enforce social distancing guidelines?** | * [Answers will vary based on spa policies and government regulations.]
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