### Advisory note pre arrival – Please don’t come to your appointment if you show signs of COVID-19; we will move your booking to another date

### If you show signs when you arrive, then we will ask you to leave and reschedule your booking

## Introduction

SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease COVID-19.

People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.

### The routes of transmission (how the hazard can cause harm – the risks)

* Direct contact to face – eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact
* Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands
* Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people’s hands and transferred to their eyes, nose or mouth
* Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer

### The main controls are:

* Social distancing in accordance with government guidelines
* Disinfecting hand contact surfaces
* Hand washing and hand sanitizer use at key moments
* Not touching eyes, mouth or nose with contaminated fingers (if used)
* Wearing face coverings to prevent transmission from breath, coughing & sneezing where appropriate

The controls set out in this document are specific for the Spa at Green Farm, considering how we operate, and how guests and staff use the premises and interact.

## NHS Track & Trace

Track & Trace is still encouraged for businesses, but we no longer insist on it at the Spa at Green Farm as all guests are logged in our booking system.

## Hazard: General Arrival & While You Are Here

### Who is at Risk?

Guests, therapists and hosts

### Control measures

* **You will be asked to complete your Covid-19 declaration and your Consultation Form online before you arrive. Please ensure that you do this in good time**
* All our staff test regularly with the lateral flow test
* **Importantly, we are keeping numbers at the Spa at any one time to a minimum.** This allows us to adhere to social distancing throughout
* **Face masks must be worn by guests and staff when moving around in the spa**
* Please come to the Spa Car Park, park and walk through to the Spa Reception where you will be met. **Please wear a face mask as you arrive in the entrance to the Spa.** Immediately on arrival, you will be asked to use the hand sanitizer. The Reception is large and airy. Please maintain social distancing and do not offer handshakes
* You will either be taken through to the Studio overlooking the pond and orchard where you can relax is a socially distanced and airy space while you await your treatment or you will be asked to come to your treatment room
* Your therapist will provide you with a welcoming, relaxing hand-washing treatment at the start of your chosen treatment
* Therapists will wear masks at all times when around guests, including during treatments

## Hazard: Delivering Spa Treatments

### Who is at Risk?

Guests and therapists

### Control measures

* We will only deliver the treatments that are allowed from time to time in Government guidelines. We apologize for any disappointment that this may cause
* The treatments rooms will be cleaned to the highest standards between each guest, with extra time allowed. Please see below
* The therapist will wear the PPE appropriate for the treatment being given, following Government guidelines and industry recommendations. This will usually include wearing a face mask and will include wearing a visor for treatments where the client and therapist are, in any sense, facing each other for any prolonged period (more than a minute or two)

## Hazard: Cleaning: items that previous guests may have used

### Who is at Risk?

Guests, hosts and cleaners

### Control measures

* There is sanitizer available on entry to the Spa; please also wash your hands each time you enter the Spa from outside.
* All rooms: all high touch surfaces & items are cleaned and sanitized on each changeover including surfaces, handles, door handles and light switches. Treatment beds are completely stripped and wiped down between each guest. We are allowing extra time between treatments to ensure that this is done to a high standard
* Changing Rooms: all high touch surfaces & items are cleaned and sanitized on each changeover including surfaces, handles, door handles and light switches, also remembering the taps and shower fittings. We ask guests to use the hand sanitizer that is placed at the entrances before and after using the changing rooms. There are also surface cleaner products and anti-bacterial wipes in the changing rooms for guests to use to self-clean
* Hot tubs: We have two outdoor hot tubs which provide low risk of virus transmission because of their outdoor location and chlorinated water. However, all surfaces are cleaned between use by different clients and guests will find anti-bacterial surface cleaner and wipes beside each hot tub for self-clean use
* Sauna: Please take sensible precautions when using the sauna; sit on a towel and use the anti-bac provided to keep touchpoints sanitized
* Drinks & Meal Service: all items used have come straight from a dishwasher or are only handled by Spa staff. Self-service is restricted to water and, possibly, a hot drink that does need handling by guests. The handles are cleaned frequently by Spa staff and anti-bacterial wipes are placed nearby for guests to use to clean themselves
* We have removed all unnecessary cushions etc.

## Hazard: Property cleaning

### Who is at Risk?

Guests, therapists, hosts and cleaners

### Control measures

* Staff and hosts will wash their hands frequently when cleaning the Spa and all its facilities. We believe that wearing gloves gives a false sense of security; the virus can be transferred by a glove just as easily as by hand
* Staff will ensure that there is as much airflow through the Spa and associated rooms as possible by keeping doors and windows open, within weather considerations
* All cleaning cloths used for the Spa are laundered after each clean. Cloths are coloured for use in different areas (kitchen, basins, loos etc.)

## Hazard: Staff being Infected with Coronavirus

### Who is at Risk?

Guests, therapists, hosts, and cleaners

### Control measures

* All staff test regularly using the lateral flow test
* Any staff not feeling well are asked not to come to work and to follow NHS guidelines