



The Spa at 124's Care and Cleanliness Commitment

We have kept our space squeaky clean while you have been away and will continue to do so by thoroughly sanitizing all stations and equipment to keep everyone safe. We have made some adaptations to our spaces and treatment procedures to comply with public health guidelines including no walk-in appointments and no waiting areas before or after services.

Should you have any questions or concerns about our practices, please contact our Team at office@124queen.com or 1 (855) 988-4552

For more information on our new protocols, please see below.

Spa Treatment Procedures

- We are re-opening with an updated schedule and a revised service menu—we will look at adding additional services in the future once it is safe.
- We have provided all our spa staff with appropriate PPE
- We ask that guests wear a mask or facial covering during treatments that have close or closed environments.
- Appointment times will be staggered to limit congestion and we have reduced our stations to minimize contact between each client and allow for 6 feet of physical distancing where possible
- Walk-ins will not be permitted, until safer to do so
- Waiting areas are closed and physical distancing guidelines are followed, so please come prepared with your flip flops and sandals for pedicure appointments.
- Robes and slippers are no longer available, and we ask that all massage clients come prepared to change in their treatment room
- Guests are encouraged to bring minimal personal items
- Sanitizing stations have been established at all entrances and exits to the spa.
- Facials and all services related to the face are still suspended, we will let you know when we can offer them again

Guest Contact

- Partitions have been installed at the reception desk
- Contactless payments will be encouraged
- Additional hand-sanitizing stations (contactless where possible) will be installed at spa entrances
- Guests may be asked a series of screening questions at time of reservations and/or arrival at the Spa
- Contactless temperatures will be taken of each individual checking into the Spa. Temperatures of 103 F (39.4 C) or higher will be taken a second time. Should a temperature still read 103 F (39.4 C) or higher then that individual may not be permitted into the Spa



Employee and Back of House

- Well being checks of all employees as well as physical temperature checks prior to start of shifts will take place
- Physical distancing among employees shall be practiced in employee staffing rooms, shared office space and other high-density staff areas
- Employees will be trained on and will comply with the protective measures recommended by WHO such as hand washing, physical distancing, avoiding touching eyes, nose and mouth, proper respiratory etiquette, and so on.
- All employees shall receive COVID-19 safety and sanitation training
- Appropriate PPE will be worn by employees where appropriate along with appropriate training for use and disposal
- Tools and equipment and shared spaces will be disinfected after each treatment
- Hotel shall follow PHAC guidelines for staff and businesses, including instructing any employees with suspected COVID-19 to self-isolate for the required amount of time, as defined by the PHAC, from the onset of symptoms and be symptom-free for at least three days without medication.