



The Spa at 124's Care and Cleanliness Commitment

Updated as of March 23, 2021

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

Status under Public Health Classification Red:

- *The Spa at 124 is open with modified services*

Kindly note that in compliance with Provincial and Regional regulations, masks must be worn by both staff and guests in all public spaces, including during treatments at the Spa at 124. Face shields are not permitted.

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

Spa Treatment Procedures

- We have re-opened 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 spa staff with appropriate PPE
- **Masks will be required by both staff and guests in the Hotel Lobby and all Spa areas, including during treatments, in compliance with Niagara-on-the-Lake By-law 5248-20.**
- 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
- Waiting areas are closed and physical distancing guidelines are followed, so please come prepared with your own personal flip flops and sandals for pedicure appointments.
- Locker rooms are currently closed
- 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, or bring any personal items bagged
- Sanitizing stations have been established at all entrances and exits to the spa.
- Couples massages are not currently available
- Facials are not currently available
- Any treatments that require the removal of your mask are not currently available
- Treatments involving spa showering are not currently available (for example, scrubs)



Guest Contact

- Partitions have been installed at the reception desk and between pedicure and manicure stations
- Contactless payments will be encouraged
- Cash is not currently accepted
- Additional hand-sanitizing stations (contactless where possible) have been installed at spa entrances
- Guests will be required to complete a self-assessment Covid-19 questionnaire which will be reviewed by our staff prior to Spa admittance
- 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 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.