



Ushvani Covid-19 policy

This policy will be updated following any new information provided by the UK Government.

Ushvani will continue to provide the excellent service our guests are accustomed to. For now, there will be some changes to your experience at Ushvani to ensure everyone's health and safety are protected with regards to Covid-19. As always, health and safety will remain our first priority and we want to assure you that we are regularly assessing the situation surrounding Covid-19 and updating our procedures accordingly.

We have undertaken an extensive assessment of the Covid-19 infection risk to spa guests and staff. As a result, we have made some changes to our procedures and treatment protocols to reduce the risk as far as practicable and continue to deliver our excellent and professional services.

In order to reduce contact between guests we will be restricting the number of people in the Spa at any one time, we will be operating at reduced capacity and using a phased approach. We have taken the decision to reduce the number of appointments to allow appropriate sanitisation time for all touch points and to uphold social distance measures.

You will be required to bring your own personal face covering or visor to wear whilst in the spa. If you forget yours, we do have these on sale at Reception. If you are medically exempt from wearing a face covering, we ask that you wear a visor on your visit.

Pre- Arrival

All bookings must be scheduled in advance.

Please arrive having completed your Spa consultation form and Covid-19 questionnaire, which will be sent to you at the time of booking. This is mandatory before arriving at the Spa.

Payment will be required in advance to avoid contact on the day of your experience.

Please ensure you are well enough to attend and are not showing any signs of Covid-19 symptoms. We ask that if any members of your household are isolating that you do not attend the Spa. We also ask if you have visited any high-risk countries in the last 14 days that you do not attend the Spa.

Presently, we will not be offering any food or beverages to be consumed on site. We will be providing bottled water and take away herbal teas.

Arrival



You will be asked to arrive 15 minutes before your treatment time. We will be running on time, where possible. If you are not able to arrive on time, we ask that you contact us; it may be that we have to reschedule your appointment. Time will be allowed after each appointment for sanitisation of the treatment rooms and reception area of the Spa. At this time, it is requested that you do not remain in the Spa longer than necessary after your appointment. We will of course be offering a chance for you to purchase any recommended products on the day. We also ask that where possible you attend your appointment unaccompanied.

At reception, we will check your skin temperature on your forehead, to make sure that it is not too high. If so, you will be asked to wait outside for 10 minutes and then be re-tested. Unfortunately, you will be denied entry if your temperature reading exceeds this upper limit for a second time. We ask that you please respect our team if they ask you to refrain from entering the Spa and support us in being compliant with new guidelines.

It is a mandatory requirement to complete our Spa consultation form and Covid-19 screening questionnaire before arrival as it includes Covid-19 related questions.

Our cloakroom remains closed, and so we ask that you only bring necessary items with you to your appointment. We will be providing bags for coats at this time to be taken into the treatment room with you.

PPE & Hygiene

You will be required to wear a face mask or visor in the Spa and we request that you bring your own.

Our therapists will be wearing masks/visors and appropriate PPE for treatment. Disposable aprons and gloves will also be in use for cleaning and sanitising the areas.

A rigorous cleaning regime is being employed in the Spa to ensure everyone's safety, with high contact areas being sanitised after every guest visit.

Hand sanitiser is available at the entrance of the Spa and throughout the Spa. You will be asked to use it before entering and again, as you leave the Spa.

We ask you to avoid touching any surfaces and we ask that you wash your hands on entering the treatment room.

After each treatment, the utensils and products are sanitised.

Are you at High Risk? (Clinically extremely vulnerable):

In the interests of our guests' safety and health we are not currently offering therapies to those who are clinically extremely vulnerable. As per Government advice, extra precautions should remain in place for those who are clinically extremely vulnerable. These include:

- solid organ transplant recipients

- people with specific cancers:
 - people with cancer who are undergoing active chemotherapy
 - people with lung cancer who are undergoing radical radiotherapy
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments that can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last 6 months or who are still taking immunosuppression drugs

- people with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary disease (COPD)

- people with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell disease)

- people on immunosuppression therapies sufficient to significantly increase risk of infection

- problems with your spleen, for example splenectomy (having your spleen removed)



- adults with Down's syndrome
- adults on dialysis or with chronic kidney disease (stage 5)
- women who are pregnant with significant heart disease, congenital or acquired
- other people who have also been classed as clinically extremely vulnerable, based on clinical judgement and an assessment of their needs. GPs and hospital clinicians have been provided with guidance to support these decisions

At present, we will also not be offering pregnancy massage or treating pregnant guests during this period. These restrictions will be reviewed regularly, based on the infection rates and Government advice. We know these restrictions may disappoint some of our guests, but we want to ensure the safest environment for all of our guests whilst we navigate out of the pandemic.

People at high risk from coronavirus should have been informed via a letter from the NHS. If you are in the high risk group, it is not appropriate to have a face-to-face treatment at this time.

If you have any questions or queries regarding our Covid-19 policy, please do contact the Spa team on 020 7730 2888.

COVID Symptoms?

If you have symptoms of COVID-19, you **must not** attend the Spa. The list of main symptoms are :

- **High temperature**
- **New, continuous cough**
- **Loss or change to your sense of smell or taste**

We are looking forward to welcoming you back to the Spa and hope that you are confident that we will be operating in very safe and hygienic surroundings.