

LAKE SIDE
SPA & SALON
MISSION POINT MACKINAC ISLAND



COVID-19 Handbook
June 2, 2020

Spa & Salon Practices

Social Distancing

- To adhere to the 6-foot social distancing rule, Lakeside Spa & Salon will be operating at 50% capacity
- Every other chair will be open to create a 6-foot distance between clients and staff
- There will be markers on the floor that creates a 6-foot social distancing boundary
- Only one client is permitted in a treatment room at one time; no couple's treatments are offered at this time



Spa & Salon Practices

Social Distancing

- Guests of clients are no longer permitted unless they are a parent bringing a minor to their appointment
- The use of the locker room facilities is not offered at this time, which includes: steam room, sauna, showers, locker room, relaxation room, and waiting area



Spa & Salon Practices

Increased Cleanliness

- Hand Sanitizer, Disinfecting wipes and spray will all be readily accessible for use and placed at each station, check in, check out, and in treatment rooms
- Frequent sanitizing will be required throughout the day especially on high-touch surfaces - paying special attention to parts, products, and shared equipment
- Plexi glass will be in place where face to face contact is required, including but not limited to check in and out, manicure stations, and facial services



Spa & Salon Practices

Increased Cleanliness

- Monday – Sunday the Spa will close for 30 minutes half-way through the day to sanitize the salon and spa to offer extra precautions
- Between each client, all tools and equipment must be sanitized and disinfected properly
- Handwashing and/or hand sanitizing more frequently are encouraged and is required between clients, after using the restroom, eating, or touching their face



Spa & Salon Practices

Client Communications

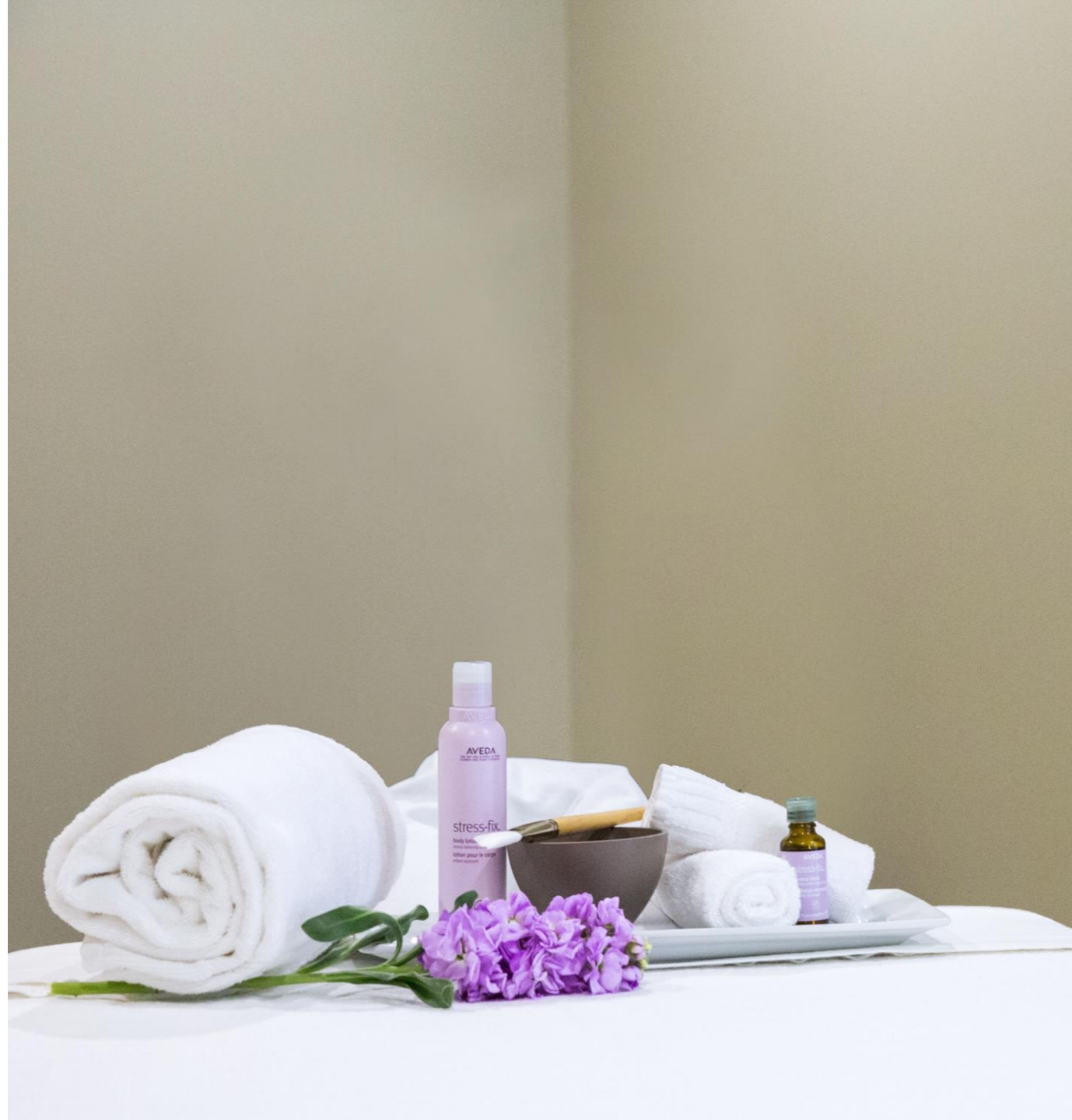
- Before arrival, the client must fill out a liability release form within 24 hours before his or her appointment
- Lakeside Spa & Salon has a 24-hour cancellation policy - this includes cancellations due to illness, emergency, and non-compliance
- Client shall remain outside until they are contacted by a member of the team to notify them that we are ready for their appointment



Spa & Salon Practices

Client Communications

- Masks will be required for entry and must be worn for the entire duration in the salon
- Any client who refuses to wear a mask will be asked to leave and charged 100% of their services scheduled on the day of arrival
- A screening and recording of client's temperature will be taken upon arrival along with the sanitizing of their shoes and hands



Spa & Salon Practices

Service and Menu Changes

- Lakeside Spa & Salon has made temporary changes to its services and amenities – the menu can be found on the Mission Point website
- Please note that drink service has been removed at this time
- Aveda rituals will not be performed at this time, which include hand massages and scalp massages
- Blow dry services will not be offered at this time
- The retail area will be closed to all clients - all products will be handled by employees with sanitized hands



Spa & Salon Practices

Employee Practices

- Daily screenings of each team member's temperature will be performed and recorded, along with sanitizing team members' shoes and hands
- Lakeside Spa & Salon will provide proper PPE and uniforms for each employee
- A clean face mask, shield, and gown/smock will always be worn by each team member
- Clear signage, as well as daily verbal communication will help remind team members of safe practices

