



# DUNIYESPA

AWAKEN BODY AND SOUL

**Overview**

**Recommended Spa Operations Guidelines**

**PostCovid-19**

**June 2020**

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SpaSafe-BeWell Journey

MINDFUL SPA AND WELLNESS SERVICES

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## **SECTION 1. INTRODUCTION**

These guidelines are created in reference to ISPA, ESPA and other international spa organizations and health advisory organisations such as WHO, CDC and the HPA /MoT Maldives.

Safety and sanitation in the Spa business are essential for health, for preventing infection and improving employees' and guest's overall well-being.

Duniye Spa will provide for the Health and Wellbeing of Guests and Staff in accordance with National Regulations, Resort Requirements, and International / Industry Best Practices. It is critical to have complete integration with CCR's H&S protocols and procedures in order to create a safe, and seamless guest experience.

This process will be delivered in a manner that supports the continued commercial success of Duniye Spa and our Award-Winning Services.

Through Teamwork, we will continue to evolve our standards to deliver Best in Class services.

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## SECTION 2. COMMUNICATIONS & MARKETING

This section includes suggestions on how to maintain engagement and communications with our guests during the closure of the Spa or how to start communicating once the Spa reopens.

### Communications:

- Create a re-opening statement with a clear and positive message that shows sensitivity to what the world has endured and the vision for Duniye Spa moving forward.
- Communicate the benefits of incorporating health & well-being back into life post lockdown.
- Control the message to reassure guests that health & safety is always at the forefront of the Spa industry. Share standard practices the business follows or any new and updated sanitation guidelines introduced during this time.
- Share communication from the Spa industry such as blogs from industry experts, forums, research, positive news encouraging guests back to the industry. Highlight news from Spas opening in different areas of the world

### A Few Marketing points:

- We are promoting treatments that enhance the guest's overall well-being such as *Strength & Resilience Massage, Detox Body Treatments, Positivity or Mindful Massage & Facial, Integrated Health & Nutrition Coaching, Mindfulness-based stress relieve and Self-Care, various meditation and mindfulness classes*
- Activate digital support for social media on the promotion of the services above | **liaise with CCR**
- Due to the reduced demand after re-opening, we promote services that yield higher profits. We will try to avoid too aggressive discounting where possible.
- We schedule every fifteen minutes thereafter to increase physical distancing for arrivals, departures and inside the Spa facility. Depending on demand, we may increase to 25 minutes between treatments in PHASE 1.
- We are looking at alternative revenue or marketing streams for the Spa by creating online wellness consultation, virtual webinar series on wellbeing and stress relief. Online spa product sales in affiliation HEALING EARTH.

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## SECTION 3. RESERVATIONS & PRE-ARRIVAL

Recommended practices for Spa Reservations and Pre-Arrivals during enhanced procedures for COVID-19.

This information is to be used as a guideline and can be adapted to meet other specific spa/resort needs. It is recommended to implement heightened Spa Operating Procedures during the first 3 months of re-opening. These should be reviewed regularly.

Recommendations covered within this pack for Reservations and Pre-Arrival are:

- Reservation Procedure; Scheduling Guidelines, Scheduling Procedure, Scheduling Scripts
- Reservation Prompt Card
- Handling Contraindications, Specific to COVID-19
- Pre-Arrival Information; Digital Advanced Consultation Form, Covid-19 Spa Policies Template
- Confirming Appointments; Telephone, Email, Text Message, Room Card
- Group Bookings
- Internal Spa Reservations Hygiene SOP

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## Reservation Procedure

Scheduling appointments is one of the most critical tasks for the Spa Receptionists and Reservationists. It is a juggling act that requires knowledge, common sense and flexibility. Scheduling affects every aspect of the spa operation and it is vital that we introduce added measures addressing COVID-19, to ensure guests and employees feel safe and protected during this period.

### Scheduling factors to consider:

- Ensure sufficient turnaround time between bookings, allowing for new Therapist and Treatment Room hygiene protocols
- Recommend treatments with minimal contact or services that can be performed over clothes for guests that may feel nervous about re-visiting the spa
- Ensure treatment variety is even between therapists
- Ensure bookings are evenly booked between therapists
- Ensure breaks are scheduled in-between over 3 hours of treatments
- Ensure you know what your booking limits are for each service type
- Break times to be scheduled effectively
- Consider all contraindications (as per SOP)
- Maximize spa revenues by booking high yielding treatments and utilizing off-peak quiet times
- Ensure any notes relevant to the booking are added to the reservation, for example; if a guest has mentioned they feel hesitant about returning to the spa, this should be noted so Reception and Therapists can greet the guest with extra care

## Overview Booking | Arrival Procedure

### The below protocol outlines our recommended booking procedure:

By Appointment ONLY, NO Walk-In.

Bookings will only be taken by phone or when checking out after a treatment.

Bookings can be done through:

1. Elenore App/ or other resort App – only booking requests (respond to requests for treatment by phone).
2. By phone via FO, by phone directly from the guest, by phone from any other resort outlet.

Spa Menu and [#SpaSafe-Information](#) on IPTV

- Confirm with Guest while booking that they have reviewed the Spa Information Sheet ([#DS-SpaSafe-With Peace of Mind-Commitment](#)) provided In-Room

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- Have Guest confirm they meet the standards listed on the Information Sheet  
If Guests do not have read the #Information Sheet, ask Guest to call back after reviewing it
  - Upon confirmation of booking, confirm that Guest CLEARLY understands their arrival time 'window' and appointment time.
  - For further conversations touch points with guests, refer to the [#FAQ/therapist-guest conversation guideline](#)
  - A guest arrives at Spa for an appointment and is greeted by Team Member. The guest will complete an [#SpaSafe-WellnessConsultationForm](#) (ref to SOP for sanitation standards)
    - **Note: this will be move to a suitable online platform ( e g Eleanor) as soon as project is finalized and test are successfully conducted.**
  - Additional the following questions will be asked verbally and be noted on the regular wellness consultation form.
    1. “May I ask if you or any member of your household has had any of the following symptoms today or in the last 14 days, including minor; Fever, Cough, Breathlessness, Headaches, Sore Throat?”
    2. Do you feel today sick or unwell?
    3. Do you have fever or any of the following symptoms?

## Spa Scheduling

The below shall be added to usual booking protocol.

**Include:**

1. COVID-19 Spa Policy Overview
2. COVID-19 Symptom Check
3. **Amendment-** Cancellation Policy

### Spa Scheduling Scripts:

**Note: the below process needs to be aligned with CCR’s/RC’s process in order to provide transparent guest communication**

| Recommended Procedure   Scripts |   |
|---------------------------------|---|
| 1.                              | The Resort has to notify the spa on daily basis of any <b>guests reporting positive answers to Covid-19 related questions.</b> (Refer to CCR/RC’s arrival procedures).<br>In that case Duniye Spa will not provide spa treatments to those guests.  |
| 2.                              | <p><b>For all regular guests, who have confirmed negative responses to Covid-19 related questions</b> (Refer to CCR/RC’s arrival procedures), Duniye Spas will verbally enhance the wellness consultation with the following:</p> <p><b>COVID-19 Spa Policy</b></p> <p>“&lt;Guests name&gt;, before I provide you with recommendations, I would like to explain how we have amended our operating procedures, in response to COVID-19. These amended procedures have been implemented to ensure our guests are safe and protected throughout their spa experience. Do you have time for me to explain these to you?”</p> <p>“We have introduced new policies for reservations, meaning I will need to ask you some additional questions during the booking. Our hygiene protocols have always been of the highest standards and we have introduced additional sanitizing procedures throughout the spa. These are outlined in the <b>#SpaSafe-PeaceofMind-Statement</b>. We would like to provide you with as much information as possible prior to your treatment, you can fully immerse yourself into the spa experience.”</p> <p>“Do you have any specific questions at this stage regarding our policies, that you would like to ask me?”</p> <p>“Are you happy to continue with your booking?”</p> |

|           |  |
|-----------|--|
| <p>2.</p> | <p><b>COVID-19 Symptom Check</b></p> <p><b>If the appointment is within 2 weeks of scheduling:</b></p> <p>"&lt;Guests name&gt;, I now need to check if you have any medical conditions that may affect your treatment or visit. Please be assured that all information will be held confidentially in line with Data Protection and GDPR." (EU only) (HIPPA USA)</p> <p>"May I ask if you or any member of your household has had any of the following symptoms today or in the last 14 days, including minor; Fever, Cough, Breathlessness, Headaches, Sore Throat?"</p> <p>"Thank you for providing this information. As your appointment is scheduled for &lt;xx weeks/months&gt; time.</p> <p>If the guest response is positive Duniye Spa will suggest:</p> <ol style="list-style-type: none"> <li>1. See the Island Doctor</li> <li>2. Report guest answer to resort (#Guest-symptom report document)</li> <li>3. Advise guest to re-schedule the treatment</li> </ol> |
| <p>3.</p> | <p><b>Cancellation Policy</b></p> <p>"We have a cancellation policy 24 hours before your scheduled appointment, so please keep this in mind should you wish to cancel or amend your booking."</p> <p>"Should you feel unwell or develop any symptoms within 24 hours of your appointment, the cancellation charge will be waived, as the wellbeing of our guests is our priority. If you are unsure whether to attend your appointment, please call the spa so we can advise you."</p> <p>Or</p> <p>"We have a cancellation policy 24 hours before your scheduled appointment. This policy is applied at the discretion of the spa."</p>   |

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## Handling Contraindications

As a recommendation, any guest who has displayed the following symptoms a; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 14 days should be recommended to reschedule their appointment until they been cleared of symptoms by 14 days unless these symptoms are due to pre-existing medical conditions.

→ refer to CCR/RC's policy, Maldives Government Destination Guide| HPA

Reservationists are not expected or qualified to diagnose and issue advice regarding any individual's health. Should a guest ask for advice they should be referred to contact the island doctor or local health service.

COVID-19 Symptoms as reported by WHO (World Health Organisation)

Common symptoms include:

- High temperature/fever – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous dry cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Tiredness

**Other symptoms include:**

- shortness of breath
- aches and pains
- sore throat
- Very few people will report diarrhoea, nausea or a runny nose
- Loss of sense of smell and taste

## Pre-Arrival Information

### Wellness Consultation Form (refer also to note on page 6)

We provide an in-depth wellness intake form upon guest arrival in the spa.

The therapist will attached a “check-card” to the consultation form (confirming that The 3 point covid-19 questionnaire (verbally) has been conducted with results)

The reservationist should review each form and add necessary notes to the reservation or follow up with the guest to obtain further information if symptoms have been displayed.

Guests should be advised prior to arrival, the spa’s specific measure’s relating to COVID-19.

## Confirming Appointments

**All appointments should be confirmed before 24 hours. Hotel Guest (in-advance) - Offer phone or email confirmation. Optional to send a personalized appointment card to the room.**

### Telephone Confirmation

- Guests should not be called to confirm if they have scheduled their appointment on that same day
- Confirm appointment details
- “I can confirm that we have received your booking via email/app. May I please check if this information has remained the same or if there are any changes that you would like to make us aware of?”

### Leaving a Voicemail

If you need to leave a voicemail to confirm an appointment, please use the following guidelines:

- Usual spa greeting and appointment confirmation
- “I can confirm that we have received your booking request via email/app. If any information has changed within the last X days/hours, we ask that you please notify the spa before arrival, so we can obtain further information and advise you accordingly.”
- “Should you have any questions please don’t hesitate to ask”
- “We look forward to welcoming you to Duniye Spa”

### Text Message Confirmation| optional

- Examples of text messages below:
- First Text ‘<Guest name> you are booked for <treatment/package> on <date> at <time>. Please arrive at 15minutes prior. Should you need to cancel please call <number>.’
- Or ‘If you have any of the following within the last 7 days, please contact the spa before arrival: Cough, Fever, Breathlessness, Headaches, Sore Throat <number>’

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**Email Confirmation | liaise with CCR/RC to confirm**

The below text could be included in email reminders.

**COVID-19**

We would like you to relax during your visit and immerse yourself in the Spa Experience. For this reason, we have taken extra measures to safeguard our guests prior to arrival. We kindly ask the following:

For the safety of our guests and employees, if you or a member of your household has developed any of the following symptoms; **Cough, Fever, Breathlessness, Sore Throat, Headaches** within the last **7 days** please contact the Spa **prior to arrival** of your appointment or facility use, so we can obtain further information.

As a gentle reminder, if you or any member of your household has recovered from any of these symptoms within the last **14 days**, we recommend you call the spa prior to arrival.

If you have any questions, please do not hesitate to contact us and we look forward to welcoming you (back) to the Spa.

## Group Bookings

We recommend to reduce group bookings in line with our spa's new policy and capacity levels during the first 3 months of re-opening. This is to be reviewed regularly and adapted/extended when necessary.

Reservationists should continue to obtain the following information upon enquiry:

Information to Obtain when Booking in a Group

- Number of expected guests
- Requested date of the event
- Time available
- Estimated price per person to be spent
- Therapist availability on the requested date
- Type of treatments requested
- Contact person, telephone number and email
- Symptom check applying to all individual group members
- Reservationist to pass all details onto the Senior Reservationist/ Receptionist or Assistant/Spa Manager to review the booking and decide if the booking will be accepted.
- Guests to be contacted and booked or offered alternatives accordingly.

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## Internal Staff SOP

As precautionary measures during the first 3 months of re-opening the reservation team should adhere to the following guidelines:

### Work Stations

- Manicure/ Pedicure /Salon treatments: 1 guest | 1 therapist only
- Where possible workstations should not be shared unless sanitized between use.
- Headsets, telephones and desks including keyboard, mouse, laptops and stationary should be sanitized before the start of each shift and at the end of each shift. Frequently between. Follow SOP.
- Hand sanitizers are available at each workstation.
- Hands should be sanitized before coming into contact with guests/employees including handling letters of confirmation/information and before preparing mail to be posted.
  - No-hand shake greeting policy
- Sanitization checklists are in place. The reservation supervisor is to ensure these logs are being completed daily.

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## SECTION 4. SPA RECEPTION & SPA BOUTIQUE

### The use of personal masks is mandatory for all Spa employees.

- New welcome ritual for each arriving guest that includes hand towels which also includes hand sanitizer and guest mask. Delivered to the guest upon arrival. Each guest is welcomed by a therapist following the **arrival SOP**
- We encourage guests to wear mask upon arrival, but its optional. However Guest **must** wear mask during manicure/pedicure
- Hand gloves or no hand gloves: International standards and best practices vary greatly. Hand sanitation and washing procedure must be strictly followed.
- We suggest **for therapist: No gloves.** Upon arrival guest will be verbally asked if they prefer their therapist to wear gloves, if positive- therapist will wear gloves.
- For receptionists: Yes gloves. To be worn during reception duties/ follow PPE policy and gloves handling
- Sign to be placed at the Spa Reception outlining the increased sanitization policies, should guests wish to review these.
- Sign posted to show zoning in spa reception and maximum number of people allowed to ensure physical distancing.
- Each employee uses their own pen during shift and commits only to using their pen. If needed, flag pen with tape labelled with the employee's name. Guest's pens are sanitized before/ after each use visibly to the guest.
- Place hand sanitation stations and wipes around the Spa for guest and employee use.
- Practice physical distance measures by creating zones and marking floors in the Spa reception. Based on Spa size and layout we configure Spa check-in to one area and Spa check-out to another area.
- Wipe down all surfaces after use including telephones, desk, keyboards, credit card machines, mouse, etc. with disinfectant spray/wipes frequently throughout the day
- 1x per hour: Wipe down the guest's side of the desk, including pull out trays, folio folders, pens, etc.
- Every 30 minutes and depending on traffic volume, clean and disinfect all door handles and high contact areas.

### Retail:

- Remove all testers from Spa boutique including skincare, body products, make-up, jewellery. A basket of top 20 product testers should be kept behind the reception. A sign should be placed within the retail display advising guests that testers are available at the Spa Reception.
- 1 guest at a time in the boutique with disposable gloves. For consideration
- 1x per hour: Wipe down and disinfect items touched by guests
- As a precautionary, inventory deliveries should not be opened immediately after receiving, unless PPE is worn, and items are immediately wiped down.

## SECTION 5. LOCKER ROOMS, WET AREAS & RELAXATION LOUNGES

- We suggest suspending sauna/steam/salt room, communal wet areas (only KUDADOO) for Phase 1
- In agreement with Kudadoo the steam/sauna facilities will be operated subject **to Private booking only** (maximum number of guests per session must be indicated in order to ensure physical distancing) and staggering of bookings allowing sufficient turnover time for sanitation and disinfection procedures.
- Remove mouthwash and toothbrushes from vanity area, only offer upon request.
- All areas should contain hand sanitation stations & sanitation wipes.
- Lockers must be sanitized after each use by the attendants.
- Attendants must wear proper PPE such as gloves and masks when removing dirty linen and items from linen baskets or trash cans.
- All door handles and doors must be sanitized regularly. It is recommended once every 30 minutes.
- 1x per hour: Clean and disinfect the vanity area.
- Steam Room (110-115 F; Sauna 150-175 F; Infrared Sauna 120-130 F; Jacuzzi 100-104 F; Cold Plunge 50 - 55 F) Steam Room (45 C; Sauna 50 - 75 C; Infrared Sauna 40-60 C; Jacuzzi 37-40 C; Cold Plunge 10-12 C)
- Sterilize all areas overnight by utilizing ozone machines or appropriate chemicals.
- Consider limiting thermal use to one guest per booked appointment slot, with time in-between sessions for cleaning

### Relaxation Lounges:

- Where possible, space out all furniture to comply with physical distancing guidelines.
- Remove blankets, neck pillows and extra cushions from lounges and chairs.
- F&B services in line with F&B/ Authority regulations

## SECTION 6. TREATMENTS, SERVICES & TREATMENT ROOMS

The recommendations below are in addition to existing cleaning and sanitation guidelines already in place. The use of personal masks is required for all Spa employees. Suggested script "To provide you with reassurance during your treatment today, I am going to wear a face mask while I perform your service".

- Recommend to all guests to shower pre & post-treatments. [In guest room | TBC](#)
- Eliminate handshake introduction and replace with a right hand to heart gesture or Thai greeting - palms pressed together in a prayer-like fashion.
- New [#SpaSafeWelcomeRitual](#)
- Ensure treatments have 25 minutes in between each service to allow for treatment room cleaning and sanitation. The therapist must wipe down counters, bottles, cabbies, jewellery boxes, headrests and treatment tables, doorknobs.
- The therapist must spray and sanitize all skincare bottles and products used after each treatment.
- Remove from treatment rooms: bed skirts, duvets, pillows, runners, table warmers and mattress pads. All linen in the treatment bed must be used and washed after each guest.
- Spare clean uniform at work, so they can change during their shift if they feel it is required. Alternatively, providers should clean and disinfect their uniforms by spraying a skin safe disinfectant after each treatment.
- Each employee uses their own pen during shift and commits only to using their pen. If needed, flag pen with tape labelled with the associate's name.
- Ventilate and air treatment rooms before/after each treatment
- The therapist washes their hands before and after the treatments.
- Alternate treatment rooms to avoid using the same room and allow treatment rooms to air out
- Follow physical distancing measures for service providers and Spa employees inside the employee lounge, linen rooms, spa back of house areas.
- Changes to service and treatment menu:
  - suspended facials for the first 3 month after re-opening. If facials then to be conducted with face shield. Couple treatments only for couples sharing accommodations/household.
  - Manicure/pedicure only with face-shield for therapist, facemask for guest
  - Wedding make up temporarily suspended

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### Personal Protective Equipment (PPE)

Masks are used by spa employee's; the below guidelines should be adhered to as recommended by the World Health Organisation. [Organize relevant Health and Safety Training with CCR](#)

#### How to wear a mask correctly:

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the mask: remove it from behind (do not touch the front of the mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.

For downloadable posters, additional information visit:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

<https://www.youtube.com/watch?v=d914EnpU4Fo>

For further advice and information follow Maldives authority recommendations.

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## SECTION 7. FITNESS CENTRE & FITNESS| YOGA CLASSES

- Based on the region and facility, encourage all fitness classes to take place outdoors.
- Yoga Classes: The number of participants per class reduced so that a min of 2 meters around guests can be maintained. Strict sanitation standards before/after class for all mats.
- Establish maximum numbers of guests per fitness class to ensure guests can practice social distance.
- Each studio equipment/mat needs to be 2 meters / 6 ft. apart at all times.
- Provide additional disinfectant products – antibacterial wipe dispensers and hand sanitizers in all areas of the fitness centre. Educate and encourage guests to clean and disinfect their own equipment before and after use by placing signs near the sanitation stations.
- Classes to be set up before the class starting due to people not having to crowd around one area to collect equipment.
- Re-arrange cardiovascular gym equipment to ensure there are 2 meters / 6 ft. apart between each of them. This includes treadmills, stationary bikes, ellipticals, stair climbers, etc. If spacing equipment or removing it from the fitness centre is not possible then limit the amount of equipment that can be used by creating out of order signs and unplugging each machine.
- Signage regarding physical distancing and communication to guests to reiterate that if they are feeling unwell, they should not be using the fitness centre or fitness studio.
- Determine the maximum number of guests that can be present at once in the fitness centre in order for everyone to practice social distancing measures.
- Ensure attendants are cleaning and disinfecting all fitness centre equipment regularly and removing dirty towels with appropriate PPE such as gloves and masks.
- Remove all F&B offerings from the fitness centre except for bottled water.
- Consider placing ozone machines overnight to clean and sanitize the area.

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## SECTION 8. HUMAN RESOURCES

**In line with CCR policy. Review local requirements for returning ex-pats.**

### **Additional Measures:**

- Clarification needed for Re-entry procedure of ex-pat employees**
- Pre-Screen: Employers should measure the employee's temperature and assess symptoms prior to them starting work. Ideally, temperature checks should happen before the employee enters the facility.
- Regular Monitoring: As long as the employee doesn't have a temperature or symptoms, they should self-monitor under the supervision of their employer's occupational health program.
- If employee tests positive for COVID-19 follow **CCR/RC procedures**

### **Needed Clarification on Procedures for Recalling Expatriate employees**

- Entry regulation
- Required Tests

WE ARE IN THIS *together*



SOCIAL DISTANCING  
TOGETHER



OUR TEAM WILL ALL BE  
WEARING MASKS + WE ASK  
YOU TO WEAR ONE TOO

PLEASE REFRAIN FROM HUGGING  
AND SHAKING HANDS



SMILE WITH YOUR EYES,  
WE ALL NEED IT MORE THAN EVER

WET LOUNGE WILL BE A QUIET ZONE  
+ FACE SHIELDS WILL BE PROVIDED



TESTERS

NO TESTERS IN RETAIL

OUR TEAM WOULD BE HAPPY TO  
RECOMMEND PRODUCTS AND  
ASSIST WITH HOME CARE