



SpaSafe-BeWell Journey
MINDFUL SPA AND WELLNESS SERVICES

SpaSafe- Peace of Mind Commitment

Dear Guests,

Your Wellbeing, Health and Safety is our priority.

Our Duniye Spa team is here to assist you to reset your well-being, release stress and deeply relax and rejuvenate. Self-Care is not a luxury anymore, but a necessity. More than ever we are asked to look after our well-being and taking care of body and soul.

For the health, safety and wellbeing of our guests and team members, we are asking our guests to be mindful of new practices in our spa and wellness services.

We look forward to seeing you in our peaceful wellness sanctuaries. Below you will find an overview of efforts we've put in place to welcome you back to our spa safely and comfortably as we move toward a new era of well-being.

What you can expect:

- ▶ While our spa has always met stringent sanitation requirements, we will now more visibly display those efforts and display additional signage for your comfort.
- ▶ Verbal confirmation by your therapists that their hands have been sanitized immediately prior to the start of your service.
- ▶ Verbal explanation of operational sanitation procedures for your peace of mind and clarity.
- ▶ Our Therapists will wear masks during all treatments as an enhanced safety measure. We kindly ask you to bring our own mask or use the masks we will provide upon arrival.
- ▶ Upon arrival at the spa our team will welcome you with a special curated SpaSafe welcome ritual. You will be asked if you prefer that your therapist will wear gloves during your treatment. Please feel free to share your preference.
- ▶ All over all increased cleaning and sanitization procedures, as well as masks and gloves to be used by spa therapists. Hand sanitizers, masks and gloves will also be made available for guest use.
- ▶ Our Team will welcome you upon arrival and help you to relax at the designated welcome zone.

- ▶ We have created limited seating and maximum occupancy restrictions to practice physical distancing in non-treatment spaces.
- ▶ For our team we have implemented: daily temperature screening process prior to shift start.
- ▶ Our team has undergone an intense re-opening training to ensure that all sanitation, disinfection and hygiene protocols are implemented.
- ▶ Physical distancing to be adhered to in public spa areas, with each treatment scheduled to allow additional time between guests to allow treatment spaces to be deeply cleaned and disinfected.
- ▶ Steam rooms, saunas temporarily closed

What we ask of our guests:

- ▶ Please arrange your spa visit via phone or resort app. Kindly speak to our team over the phone to book your appointment 24 hours prior to the preferred service time, or email us.
- ▶ Additional to our regular wellness consultation form we will ask you during the arrival experience a few more questions in relation to any medical conditions that may affect your treatment or visit.
- ▶ Please refrain from visiting the spa if you or a household member have a fever, COVID-19 associated symptoms or a communicable illness.
- ▶ Please refrain from visiting the spa if you show any flue/cold like symptoms
- ▶ Respect the spa's sanitation and hygiene standards and processes posted within the spa and shared by employees.
- ▶ Please shower prior to the arrival to the spa
- ▶ Please bring only one personal item (bag, purse, etc.) if any, when visiting the spa.

What we have temporarily changed in our spa service offerings:**We have temporarily suspended the following spa services:**

- ▶ Facial treatments (Vita Firming Facial, Skin Fit- Bio Active Facial, Express Facial)
- ▶ All facials included in packages are carefully replaced and amended to other modalities to further enhance the all over experience and benefits of the package
- ▶ Wedding Make-ups
- ▶ Some treatment protocols have been amended in order to provide a safe and effective treatment for both guest and team alike.

We are looking forward to serve you and assist you in all aspects of your well-being.

With well wishes,

Duniye Spas Management