



## AidSpa Guideline

### Booking

- A brief medical questionnaire will be sent after your booking to ensure our wellness specialist offers you the best quality of service based on your personal needs. Some COVID related questions will be included.
- A 50% deposit will be required to guarantee your booking.

### Arrival

- Our specialist will arrive 15 - 20 minutes before your appointment to set up the bed according to the service booked.
- Our wellness specialists will take your temperature upon arrival and we will record this in our files with your personal information to ensure the contact tracing follow up
- Our wellness specialist will wear face masks all the time since the arrival to your home and during all the treatment.

### During the Treatment

- Our wellness specialist will wear face masks to perform all the treatments, the use of face shield and gloves will be optional by customer request.
- For your own comfort and enjoyment your face mask may be removed during the service
- All the linen and towels will be changed every single use to ensure the cleanliness and sanitation with every customer.
- Our wellness specialist will disinfect and sanitize their hands before and after start the treatment
- Hand sanitizer will be available for your convenience.

### End of treatment.

- For your convenience, the treatment will be fully charged to your credit or debit card, on file, PayPal payments are also allowed, the final price included 16% of Federal Tax.
- Cash not accepted with exception of *gratuities which are not included.*

### Children

- Spa treatments may be taken for our young customers however must be accompanied by an adult during all the treatment.

- Our treatments are suitable for young customers from 13 year or older, under this age, we will be happy to provide mini facial experiences, manicures or pedicures. Any special request might be considered upon request.

### **Cancellations**

- Cancellation must be received 24hrs hours prior to the appointment time to avoid a full service charge. If you wish to reschedule your treatment you may email us to [reservations@aidspa.com](mailto:reservations@aidspa.com)

### **Safety and Precautions**

- The safety of our customers and specialists is paramount, as such we kindly ask our valuable customers to respect the COVID guidelines as social distancing, use of face mask in closed / indoor spaces with the exception during the treatment. Enhanced safety precautions include a daily deep cleaning of the equipment, disinfection of tools every use and COVID testing of our wellness associates every month.

For questions or concerns feel free to email us [info@aidspa.com](mailto:info@aidspa.com)

Remember, if necessary we adapt our treatments to your special needs or events, our Spa mobile is been designed to please and meet your expectations, **if you are interested in a specific therapy, fitness, wellness activity or if you need assistance to organize a Spa Getaway** in the comfort of your home, email us to: [reservations@aidspa.com](mailto:reservations@aidspa.com)

Our Spa Curator Team will be delighted to coordinate any enquiry for you.