

## Drift Spa Social Distancing and Cleaning Protocols

- All clients are to arrive 10 minutes before their treatment time to fill out an intake form. Hand sanitizer is provided for use upon entering the spa. If another customer is in the reception area when you arrive, we kindly ask you to wait outside in the lobby for a moment until they have left the spa.
- We are no longer taking walk-ins or large groups. Please call 250 726-4809 or email [Spa@BlackrockResort.com](mailto:Spa@BlackrockResort.com) ahead of time to book your appointment. If you are not a guest at the hotel, we will require a credit card number at the time of booking to hold the appointment.
- The receptionist will take the clients temperature before their treatment and log the data. If someone has a temperature over 100.4F then they must leave the premises immediately and reschedule their appointment once they have retrieved a doctor's note.
- Clients will be taken directly to the treatment room to change and will be provided with a plastic bin for their belongings. We sanitize the bin between every service.
- Masks are encouraged and available for purchase for \$2.00. Masks or face shields are mandatory for staff to wear.
- All surfaces are sanitized between each appointment using a BC regulation approved Peroxide Solution.
- Customers are encouraged to use the washroom before they come in the spa but one is available in case of emergencies. Please wash your hands after using the washroom and/or before your treatment.
- The hot tub, plunge pool, change rooms and fitness center remain closed for the time being.
- Robes and slippers will no longer be provided. Guests may come wearing their robes provided in their rooms or comfortable easy to remove clothing for their treatments.
- Guests are encouraged to bring their own water bottle or thermos however we are still offering complimentary tea or water in disposable cups which we can pour for the client.
- There is a 50% charge for clients who fail to show up or who cancel within 24 hours of their appointment time, however we will be flexible if it pertains to illness.
- We take Debit, Credit, MasterCard, American Express or you may post the bill to your room if you are a guest of the Black Rock Resort. Cash is also accepted but not preferable.
- We are no longer offering the following services:
  - Facials or eye zone treatments
  - Lip/Chin waxing
  - Body Scrubs/Wraps/Vichy shower treatments
  - Reflexology
  - Yoga