



PHASE FOUR: SPA RE-OPENING

Massage & Esthetics

The following rules/protocols, in addition to Hollyburn Country Club's House Rules and Club By-Laws, will be strictly enforced. Members who do not follow outlined rules/protocols will not be permitted access to the Club and/or will be asked to leave the Club immediately. Member and staff safety is paramount during these re-opening plans; your cooperation is appreciated.

Spa Hours: Monday to Sunday on a varied scheduled.

Any appointments that were made before the closure of the club for the upcoming months have been cancelled due to the new guidelines and therapists change in schedules.

Massage Booking Procedures:

- No guests permitted.
- Bookings mandatory (GameTime or call 604.913.4543); no drop-ins.
- Massage services can be booked one week in advance at 8:00am.
- Maximum booking duration 1 hour.
- Names of members must be entered into GameTime upon booking; Members who do not appear on GameTime booking will not be permitted access to Club.

Esthetics Booking Procedures:

- No guests permitted.
- Bookings mandatory (GameTime, call 604.913.4543) or email emason@hollyburn.org; no drop-ins.
- Esthetics services can be booked one week in advance at 8:00am.
- Limited services will be offered at this time.
- If you arrive more than 5 minutes late, we may have to reschedule your appointment.

Member Check-In Procedure:

Accessing the Club:

- Members required to check-in with Security upon arrival at gate. Members will be required to answer a series of health-related questions prior to receiving access to the Club.
- Members required to show Club ID or personal ID.
- A member whose name does not show on a booking will not be permitted onsite.

- Members permitted to arrive max. 10 mins prior to booking; members required to stay in vehicles until 5 mins to booking.

Checking in to Spa:

- Members required to access Spa through north/west fitness door (located off west fitness parking lot)
- Members can wait in the Spa waiting area, located outside the Spa.
- Members are required to use the hand sanitizer provided prior to entering Spa.
- All doors will be propped open to prevent touch points.
- Members are required to complete a waiver before their services.

Protective Equipment

- Massage:
 - o Mask use is not mandatory, but therapists will have cloth or paper/disposable (surgical) masks available for Member use if requested, and for therapists use if the Member requests it. However, it is recommend to wear a mask for periods of time when it is not possible to consistently maintain a 2-metre physical distance from others.
 - o Therapists will have protective face shields available if the Member requests their use, or if the therapist chooses to use.
 - o Single-use disposable gloves are not required during treatment, as long as appropriate handwashing protocols are used. However, individual therapists and clients may prefer that the practitioner wear gloves during the treatment session as an extra safety measure.
- Esthetics:
 - o Mask use is not mandatory, but therapists will have cloth or paper/disposable (surgical) masks available for Member use if requested, and for therapists use if the Member requests it. However, it is recommend to wear a mask for periods of time when it is not possible to consistently maintain a 2-metre physical distance from others.
 - o Therapists will have protective face shields available if the Member requests their use, or if the therapist chooses to use.
 - o Single-use disposable gloves are not required during treatment, as long as appropriate handwashing protocols are used. However, individual therapists and clients may prefer that the practitioner wear gloves during the treatment session as an extra safety measure.

Washroom/Shower Facilities:

- Washrooms beside the High Performance Centre will be open during Spa hours.
- Men and Ladies spa are NOT available.
- Shower facilities NOT available.
- There will be NO access to the main Clubhouse.
- Infrared sauna is NOT available.

Amenities/Services:

- Water fountains will NOT be available; members required to bring adequate supply of water in personal water bottles.

Member Exit Procedure:

- Members are required to leave the building immediately, no socializing/tailgating after their service.
- Members must exit the club through the north/west fitness door (located off west fitness parking lot).

Other Important Details:

- Eminence products can be purchased if in stock. This must be communicated by telephone before the appointment or during the treatment. The esthetician will have the product ready for the Member before they leave to avoid any delays and lingering.
- Special once a month Eminence orders will be done, this will be commutated in advanced.
- **HCC Spa cancellation policy in effect:**
 - o 24 hours' notice – no cancellation fee.
 - o Less than 24 hours' notice – full service fee charged.
 - o No show – full service fee charged.

Health and Safety Protocols:

- It is mandatory for Members to follow COVID signage throughout facilities; Members who do not follow rules will be asked to leave immediately.
- Social/physical distancing will be strictly enforced.
- First aid onsite between during Club hours.

TIPS AND RECOMMENDATIONS FOR MEMBER

We strongly encourage our Members to review the follow tips and recommendations

BEFORE YOU ARRIVE

- Do not come in for your service if you:
 - o Exhibit any coronavirus symptoms, such as a fever, cough, difficulty breathing, or other symptoms identified by health experts.
 - o Have been in contact with someone with COVID-19 in the last 14 days.
 - o Are considered vulnerable or at risk (elderly individuals, immunosuppressed persons, individuals suffering from serious health problems, notably high blood pressure, pulmonary diseases, diabetes, obesity and asthma).

PREPARING FOR YOUR SERVICE

- Protect yourself against infections:
 - o Wash your hands with disinfectant soap and water for at least 20 seconds frequently.
 - o Bring hand sanitizer.
 - o Make sure you have enough water before leaving the house to avoid having to touch a tap or water fountain handle.
 - o Consider wearing a mask or gloves.

- If you cough or sneeze, do so in a tissue or in your sleeve and wash your hands immediately.
- Avoid touching door handles, gates, benches and all other objects where the virus could survive. If you touch something, make sure to wash your hands and disinfect the surface you have touched.

AFTER YOUR SERVICE

- Wash your hands with hot water and disinfectant soap or with hand sanitizer.
- Leave the Spa immediately after your service is completed.

FREQUENTLY ASKED QUESTIONS

1. Can I drop-in for an appointment?

No, bookings are mandatory.

2. Are guests permitted?

No, no guests permitted.

3. Will there be first aid onsite?

Yes, first aid will be onsite during Club hours.

4. What facilities (washrooms/showers) will be available?

No shower facilities will be available, including access to the Men's and Ladies spas. Washrooms beside the High Performance Centre will be open during Spa hours.

5. Are members required to wear with gloves and masks during their services?

Members are required to wear masks during their services, with the exception of facials. Gloves are not required.

6. What happens when I see Members not following the Club's strict social distancing rules?

Members not following social/physical distancing rules will be asked to leave the Club immediately. Please let staff know if Members are not abiding by Club rules.

7. What cleaning products is the Club using to sanitize high touch point areas?

All cleaning products being used are quaternary disinfectants which are recognized by Health Canada as being effective against encapsulated viruses, such as COVID-19.

8. Will Members have access to the Clubhouse?

No, Members will NOT have access to the Clubhouse.

9. I am unfamiliar with booking through GameTime, where can I find more information?

Please [click here](#) to view our "How To" video. Alternatively, you can book over the phone between by calling 604.913.4543 or email emason@hollyburn.org; no drop-ins. GameTime bookings are available on the Hollyburn website or on the Hollyburn App.