

Our Ongoing COVID-19 Health and Safety Protocols



(Revised 03-15-21)



It is our duty, as your massage therapy practitioner (Nina's Tong Thai Spa), to offer you the highest standard of health and safety protocols and procedures during the ongoing COVID-19 Pandemic. To accomplish that, we will diligently follow health protocols from the County of Los Angeles Department of Public Health, the CDC and from guidance from the American Massage Therapy Association and from the Associated Bodywork and Massage Professionals organizations.

JUST BEFORE YOUR MASSAGE SESSION

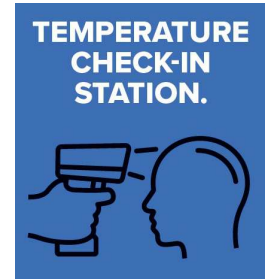
- All massage appointments should be reserved at least 24 hours before the intended day and time.
- We can no longer accept Walk-Ins (per the Los Angeles County Department of Public Health regulations). All customers **MUST** make an appointment /reservation ahead of time.
- Reservations should be made via our main Nina's Tong Thai Spa phone number: **818-501-3851**

- ☑ Upon entering our spa, you will be asked a short series of five questions regarding your health (relative to COVID 19 symptoms, recent travel, etc) for a survey sheet on the day of your appointment.
- ☑ You will be asked to review your answers on the sheet, sign the form and present it to us before your massage starts.
- ☑ For maximum safety, we can only allow one customer/client in the spa at a time. Additional family members or friends will not be able to join you inside, before or during your massage session. .
- ☑ We ask that you bring nothing other than the clothes you will be wearing for your massage into the spa with you (no large bags, containers, food or drinks).



- ☑ You must wear a face mask before you can enter the spa and during the course of the massage and when you exit. This is for both your safety and the safety of our staff. If you don't arrive with a face mask, we will provide one for your use. The mask **MUST** stay on you the entire time. If it comes off, we may terminate the massage. It is truly the best safety measure that can be offered for everyone.
- ☑ If you arrive at our Center before your scheduled time, we ask that you wait in your car in our lot or outside in the Center until we phone or text you. You can enter right after the previous client leaves.

- ☑ Before you enter the building, you will also have your temperature taken by one of our staff with a contactless, infrared thermometer focused on the skin temperature of your forehead. If your temperature exceeds 99.5F (which indicates a higher fever) we will have to reschedule your massage until a day when your fever (or any other potential COVER-19 typical symptoms) disappears.



- ☑ You will also be given a dosage of hand sanitizer upon entering the spa. Please apply liberally and rub thoroughly onto both hands before you go into the massage room. We urge you to re-apply hand sanitizer when you are leaving the spa.

- ☑ The Los Angeles County Department of Public Health specifies that there should be no close (non-massage) contact between our staff and our clients. So, for now, no hugging, hand-shaking, high-fives or elbow slaps between yourself and our staff. The Thai Wai sign (see right) can be used between the client and our staff. It is a sign of deep respect.



ABOUT SOCIAL DISTANCING: We obviously can't maintain a 6' distance from you when we are providing your massage (unless we use a robot or employ someone with

VERY long arms). But we will do everything in our power to make sure that your massage therapist is the only one who will be near to you while you are in our spa. And even then, our goal is to keep a 6' social distancing standard between any people (Therapists, staff) inside the spa.

DURING THE MASSAGE TIME:

- ☑ Your massage will be our typical high quality, refreshing (in mind and body) experience.

The differences will be in your environment in the massage room:

- ☑ All rooms are thoroughly washed and sanitized after each respective client (and before you enter the room), thoroughly wiping touchable surfaces with hospital-grade, EPA-approved products like Lysol (or Clorox-type) sanitizing wipes and/or spray.
- ☑ Our restroom are cleaned and sanitized several times during the day and night to protect our clients and staff.
- ☑ Massage table linens (sheets, pillow cases, etc) are completely replaced and washed in disinfectant, hot water and then replaced with new linens...before you arrive in the room.



- ☑ We are adding additional time between massage appointments, to provide plenty of time for the massage therapist to clean the room and prepare for her next appointment.
- ☑ The door to your room will remain partially open (not closed or locked), to provide you with the maximum ventilation of refreshed air. You will still have privacy, since nobody (aside from your therapist and possibly one other therapist) will be in the spa during your treatment.
- ☑ Each massage room has a stand-alone HEPA Air Filter with UVC air sanitizing, for increased health and safety precautions.



- ☑ Your Massage Therapist will be protectively wearing a health safety face mask and observing other person-to-person safety measures during your massage.