

THE SPA AT THE PAINTED BOAT RESORT



Painted Boat Spa FAQ:

Is the spa still open?

Yes, the spa is currently operational, and we plan to operate through this Provincial Health Officer (PHO) order.

Are there any changes to the spa's operations?

The Painted Boat Spa has been operating with COVID-19 safety protocols and procedures and will continue to strictly adhere to these measures in line with the Provincial Health Officer's orders while remaining open. You can access all our COVID-19 preventive measures on our Painted Boat website. We have also limited some of our Spa Services at this time.

Public Health Orders

By order and direction of the PHO, all individuals, places of work and businesses have been advised to significantly reduce social interactions and travel.

BC's public health officials strongly recommend that travel in and out of the Fraser Health region and Vancouver Coastal Health region be limited to essential travel only. Painted Boat Resort, Spa, and Marina is in the Vancouver Coastal Health region.

The Spa will continue to operate the Serenity Spa Garden and provide Spa Services with strict adherence to our established COVID-19 safety protocols. We ask all visitors to continue following the recommendations of health authorities to keep themselves and others safe while in Madeira Park, including physical distancing, wearing a mask, and practicing good hand hygiene.

What are the general policies?

- Masks are **mandatory** for guests and therapists to wear in the massage waiting room and for the duration of all Spa Services, **and mandatory for guests and staff in the lobby/check-in area, lounge, Spa Garden and in the change facilities.**
- Before going to the Spa Garden Serenity pools, and before and after a massage, guests must take a cleansing shower with soap.
- Reservations are required for massage services (Serenity Spa Garden access complimentary 45mins **PRIOR** to your appointment)
- We accept the following forms of payment: Visa, MasterCard or American Express, cash, or debit card.
- Hand sanitizing stations have been added around the Reception, as well within change facilities, and Spa Serenity Garden.



- Two towels, a Spa Robe and Locker are provided at the time of Check-in. Spa footwear is also available in the change facilities.
- Capacity maximums are posted in front of each spa installation and Serenity Spa Garden. Please observe before entering to ensure physical distancing can be maintained.
- Water bottles should not be filled directly from water/tea stations. To avoid contamination always use a new disposable cup to drink from and/or refill bottles.

Our Client Management and Booking Procedures:

- Clients should arrive alone, if possible (i.e., no children, friends or family accompaniment allowed). We do however include consideration for disabled individuals and those persons who require accompaniment (e.g., a parent or guardian, *COVID-19 declaration will be required to be completed also if entering the SPA*)
- When you arrive, there will be hand sanitizer at the entrance and in the reception area prior to collecting your consultation form. Preferably you will fill out your consultation for via email prior to arrival.
- Please limit shopping bags, jackets, or additional items from coming into the spa. As a reminder, the consumption of alcohol is prohibited in the Spa facilities including the Serenity SPA Garden.
- When reserving Spa Services, a credit card number is required to guarantee your reservation. (Gift Certificates will also guarantee your reservation)
- Clients, when booking, (confirmation email) are asked whether they have symptoms of COVID-19, and we will ask you to fill out a health questionnaire in your confirmation email. We request this to be completed prior to your arrival at the resort and Spa.
- We require you to cancel your appointment if you develop symptoms of COVID -19 or have a family member who is confirmed or suspected of COVID-19, or you have been in contact with anyone that has been ill or have not completed a mandatory quarantine period and remain symptom free during this time prior to your appointment.
- If you need to cancel your appointment for health reasons, we will waive the 24-hour cancellation policy.
- Your therapist will collect you, from the designated waiting area, when they are ready.

What to expect during your treatment?

- Your therapist will explain, and confirm, how your room has been disinfected, and then they will explain how to change for your treatment and what to expect. At this time, your completed paperwork and declaration will be reviewed by the therapist.
- Prior to your treatment, your therapist will wash her hands in the sink in the room.
- Your therapist will also be wearing a mask during your entire spa treatment
- Masks must be worn both by RMTs and patients, ***including in the treatment room***, unless either or both is physically unable to wear a mask (a medical note or other similar proof is not required and cannot be demanded).
- If you are receiving a facial, your mask will be required to come off, however, your therapist will be using a shield, in addition to their mask. You will be given a towel in your hands in case you need to cough or sneeze. You will also be asked not to speak during your facial if possible. Your mask will be required to be placed back on your face prior to leaving the treatment room.
- All our spa treatments, including pedicures, are performed in a private treatment room. Currently, we are unable to accommodate couple's massages at our SPA.

Post Appointment

- The reception desk has had a plexiglass barrier installed and hand sanitizer available.
- If you would like to purchase retail, reception, or your therapist, will collect the items for you.
- Where possible, we use touchless payment processing and, and we will clean the terminal between each transaction.



Serenity SPA Garden