

## **DELAMAR SPAS REOPENING JUNE 17<sup>th</sup> & JUNE 23<sup>rd</sup>:**

As restrictions are being lifted, we are very pleased to let you know that Delamar Spas will be reopening. Delamar Spas in West Hartford and Southport will resume operation on June 17<sup>th</sup> with Greenwich Harbor planned for June 23<sup>rd</sup>.

The global health crisis, economic uncertainty, and political unrest are certainly taking their toll on all of us. While we thank those of you who have enjoyed virtual consultations and purchased skin care products online, we could not be more eager to welcome you back in person and provide a curative environment where you can relax, rejuvenate and restore beauty and balance in your life.

As always, your health, as well as that of our estheticians and therapists, is of paramount importance. Therefore, you can rest assured that you'll enjoy the same world-class treatments, even with new safety precautions and protocols in compliance with CDC and CT Department of Health guidelines in place. We ask that you please familiarize yourself with the following new procedures.

### **Before You Arrive**

#### **Please be prepared to pay in advance by credit card**

We have implemented a contact-free credit card-only system for payment. All treatments must be prepaid, and we ask that you consider adding a tip at this time. When we call to confirm your appointment, please have your credit card handy!

#### **Please make note of some changes**

The Spa bathroom, changing rooms, and relaxation room will be closed. You may use the hotel lobby bathroom, and an attendant will disinfect the bathroom between each use.

#### **Reschedule your appointment, if you don't feel well**

If you have been traveling, have a low-grade fever, have lost your sense of taste or smell, or generally aren't feeling well, please reschedule your appointment.

### **Arriving at Your Appointment**

#### **Please arrive to your appointment alone**

Only one spa therapist and one guest are allowed in the spa at any time. Staff members will practice social distancing from each other.

**Please call to check-in to your appointment**

To check-in to your scheduled appointment, please call the spa at 860.937.2466 to let us know you're here. You may wait in our hotel lobby and we will text you when we are ready for you to enter the Spa

**Leave your personal belongings in your car**

When you enter the spa, we will ask you to place your keys, wallet, and phone in a disposable bag. Please leave any non-essential items in your vehicle.

**Face Mask Required**

All spa clients, hotel guests, and employees are required to wear a face mask while on the premises. For added protections, our estheticians and therapists will be wearing a facial shield. Each shield will be disinfected in between clients.

**Be prepared to have your temperature taken**

We will greet you at the door and take your temperature with a contact-free thermometer. The CDC states that a fever is 100.4°. If you have a fever upon arrival, your appointment will be rescheduled. For your protection, all spa personnel will have their temperature taken daily.

**Sanitize your hands**

Once you have entered the building, we ask all clients to use hand sanitizer available in the lobby and again when they enter the spa.

**Proceed directly to your treatment room**

Changing rooms and relaxation rooms will be closed until further notice. While respecting appropriate social distancing protocol, our staff will guide you directly to your treatment room. You will undress in the treatment room, and your clothes and personal items placed in a plastic bag for safekeeping.

**How to purchase products**

Our retail area is currently closed. If you are interested in purchasing products or retail items, let your esthetician or therapist know, and we will charge to the credit card on file. If we don't have the product in inventory, we will ship it to you.

**Additional precautions we have taken to maintain a clean and pristine Spa:**

- All surfaces are cleaned and sanitized between clients and throughout the day.
- We have installed plexiglass at our spa coordinator desk, and ask that all guests maintain appropriate 6ft social distancing as indicated.
- Only wheelchair bound guests or older guests should use the elevator.
- Our Spa is closed to walk in visitors. All appointments may be made over the phone and we are happy to process any retail product orders for curbside pick-up or for home delivery through our website [www.shopdelamarspa.com](http://www.shopdelamarspa.com).

- If you have any questions regarding our COVID-19 protocol, please do not hesitate to contact our Spa Coordinator at 860.937.2466 or [dwhspa@thedelamar.com](mailto:dwhspa@thedelamar.com) and they will be happy to assist you in any way possible.
- Thank you for supporting us through the years, during these difficult times, and as we move forward. We take seriously your trust in us and remain committed to your health and wellbeing.

**Current Hours of Operation, subject to change:**

Delamar Greenwich Harbor: Tuesday- Saturday, 10:00am-6:00pm / Friday 10:30am-6:30pm

Delamar Southport: Tuesday- Saturday, 8:00am-7:00pm

Delamar West Hartford: Tuesday- Saturday, 10:00am-6:00pm

**Contact Us:**

To book or reschedule your long-awaited rejuvenating appointment, please contact us at:

**Phone: 860.937.2466**

**Email: [dwhspa@thedelamar.com](mailto:dwhspa@thedelamar.com)**