



EVANGELINE

A Delectable Spa

SPA SANITATION PROGRAM

Guest Frequently Asked Questions

What is Spa Evangeline doing to keep guests safe from germs?

Spa Evangeline follows strict guidelines in accordance with State Board, CDC, OSHA and other state/local agencies. Our team has gone through COVID-19 training including sanitation and infection control procedures to ensure guests and staff are safe and risk for transmission of germs is low. Additional cleaning and disinfecting check points have been implemented along with daily operation modifications.

What can I expect to be different when I return to the Spa after COVID-19?

Due to the current health environment, a guest will notice team member use of Personal Protective Equipment and increased frequency of certain sanitation measures (cleaning of surfaces, credit card machines after use) as well as sanitation information posted in various spa locations. Team members will reinforce social distancing guidelines and guests may also notice that availability of self-serve items, previously offered (i.e. trail mix, snacks, fruit, infused water) may not be available or offered in a prepackaged manner or by request.

Does Social Distancing apply at the spa?

Spa Evangeline has implemented protocols for properly following Social Distancing regulations. This includes but is not limited to, scheduling a certain number of guests for services at any given time, re-arranging furniture, possible marked spaces in common areas and temporarily requiring guests to schedule appointments ahead until we are able to accommodate walk in appointments. We ask that guests practice proper social distancing while in the spa environment.

Are linens changed after each massage and facial?

As has always been our practice, linens are washed after every guest service or treatment with a commercial grade detergent in hot water and dried at a high temperature.

How often are pedicure chairs and basins/bowls cleaned?

Pedicure chairs, basins and bowls are properly washed and disinfected after every guest with an EPA-registered disinfectant.

What cleaning agents are used in the treatment room, pedicure basin/bowls?

Our disinfectants are hospital grade EPA registered disinfectants which are approved and effective against specific bacteria, fungi, and viruses.

How often and how are nail tools cleaned?

All metal tools that are designed for multiple use are thoroughly washed and disinfected after every guest with a EPA registered disinfectant. Some tools are single use only, therefore they are disposed of following the service or the guest may take them home.

Can I bring my own nail tools?

Our tools are thoroughly washed and disinfected following strict guidelines to ensure the safety of our guests therefore we do not allow guests the use of their own tools.

Guest Frequently Asked Questions (continued)

Am I required to wear a mask?

Guests are required to wear masks during treatments, in accordance with state or local mandates. Disposable masks will be available upon request. Please inquire with our spa team upon check-in and one will be provided for your use.

Have staff been COVID-19 tested?

Proper protocols have been implemented for our staff with guidelines from CDC to assess employee health and identify warning signs and symptoms of COVID-19. While staff testing is not mandated, staff who are experiencing COVID-19 symptoms are not permitted to work and for those present, required PPE will be worn to ensure both guest and employee protection.

Why does my service provider need to wear a mask and gloves?

Service providers are required to wear certain PPE to protect guests and themselves from the risk of transmission of germs. This may however, may be a short-term solution and will be re-evaluated in accordance with COVID-19 developments and changes in state, local and national regulations. We hope use of PPE will not detract from your service experience and will do our best to provide you with a relaxing and personalized service.

How often is spa furniture clean?

The spa furniture is cleaned throughout the day by our team utilizing appropriate cleaning agents. The staff focuses on high touch areas in reception, restrooms and other public spaces. We also utilize professional cleaners who are scheduled regularly for a thorough cleaning of all surfaces including furniture.

Can I buy a gift card online instead of coming to the spa?

Yes, we have gift cards available on line that may be shipped or held for pick up at the resort valet. We also have e-certificates available that maybe emailed to you or to the recipient.

What if I don't feel well on the day of my service, will there be a cancellation fee?

We have reduced our cancellation window to 4 hours prior to your service and would be happy to cancel or reschedule your appointment prior to 4 hours. With cancellation in less than 4 hours of your appointment time, there would be a cancellation fee of 50% of the treatment cost, minus service charge. If you are not feeling well prior to your service please call to notify us so we can possibly make other arrangements. Any no show/no cancel will result in a full charge to the credit card given when scheduling your appointment.