

# UPDATED BUSINESS POLICIES AND PROCEDURES

Thank you for choosing Royal Kaila Spa. We are trying to prevent the spread of COVID-19s and for the health and safety of our customers and staff, we will ask customers for as follows:

## WHAT WE ASK OF YOU

If you have traveled out of state, we ask you to visit our salon after the mandatory 14 days quarantine. If you have the proof of a negative result for COVID-19, from a valid state-approved test, you may schedule your appointment without the 14 days quarantine. Please provide us with evidence of a negative test result at the time of your appointment. We will make a copy of your test result for our record. Thank you for your understanding.



### Wear a Mask

Masks are required at all times even if you have the evidence of a negative test result for COVID-19. Refrain from visiting the spa if you have a fever or communicable illness.



### Health Screening

Temperature checks are required before entering the spa. Health screening form must be filled.



### Avoid Crowds

Waiting area is closed. We are not allowing guests to accompany you at this time.

## WHAT YOU CAN EXPECT FROM US



### Extra Cleaning

We have implemented extensive cleaning and sanitation protocols. Massage room and all equipment are disinfected after each treatment.



### Ventilation

We ensure proper ventilation with our doors open and utilize our air conditioning system.



### Healthy Team Members

At the beginning of the day, our staff take daily health screening procedures including temperature checks and keep the record.



### Protective Equipment

All service providers and our staff wear face masks at all times to ensure your safety.



### Frequent Hand Washing

All service providers wash hands with soap and water for at least 20 seconds and sanitize properly before and after each treatment.



### Hygiene Management

We disinfect frequently touched surfaces and ensure proper ventilation of our office space during the business hours.