Dear Guests,

As you are likely aware, the ongoing spread of the novel coronavirus (COVID-19) has been declared a pandemic by the World Health Organization (WHO) and remains a serious public health concern around the globe. At the local level, businesses and individuals have been encouraged to follow health and safety precautions outlined by the WHO and the Centers for Disease Control (CDC) to reduce the potential for transmission.

At The Spa at Callaway Resort & Gardens we are committed to the health and well-being of our guests and staff, as well as that of the public at large. As a result, we have instituted the following protocols:

- posting signage reminding guests and staff to wash hands frequently and avoid touching their faces
- requiring staff who feel unwell to stay home and requesting that guests who feel unwell to reschedule appointments
- thorough cleaning of treatment rooms and other commonly used areas and surfaces
- asking staff and guests who have traveled to affected areas to refrain from coming to the spa
- practicing “social distancing,” including keeping a distance of at least six feet from any individual within communal spaces when possible
- instructing staff to wash hands immediately before conducting treatments and services
- asking guests to make hand washing part of their treatment routine at the spa
- service providers verbally confirming to guests that they have washed and sanitized their hands before beginning a treatment
- refrain from handshakes during the guest’s welcome/Departure: replace with a warm welcome gesture or greeting instead
- temporarily halt the use of specialty enhancements around the facial area (i.e. neck wraps, eye pillows, etc.)

In addition to the measures listed above, we also reserve the right to politely ask guests to reschedule appointments should they exhibit symptoms related to COVID-19. Should such a situation arise, be assured that we will handle it with discretion and compassion.

The Spa at Callaway Resort & Gardens will continue to monitor this situation and follow the guidance of the WHO and the CDC, along with local, state and national authorities. Thank you for your understanding, your compliance and your continued support of our spa. We have undertaken these measures with the health and wellness of our guests and staff in mind and will continue to act in their interest.

Sincerely,
Brandi Boslem
Spa Manager | The Spa at Callaway Resort and Gardens