



THE SPA AT THE IVY COVID-19 PRECAUTIONS, CLIENT HEALTH & SANITATION STANDARDS

Baltimore City mask protocols will be followed at all times in the hotel, restaurant and spa. To view current policies, [please click here.](#)

The Spa At The Ivy welcomes you. We are delighted to continue providing you with excellent service as well as an elevated approach to sanitation and disinfection procedures.

We are grateful to be an active participant in your health and wellness journey. We offer stress reducing, mood elevating and immune-boosting services that can help you achieve and maintain homeostatic balance — physically, mentally, and emotionally.

Upon your return to The Spa, you will find that we have made some adjustments to ensure that our space and our services are safe while still being relaxing, nurturing and inviting.

COVID-19 SERVICE ADJUSTMENTS

At this time, and until further notice, the following services are unavailable to help ensure the safety of both our guests and staff:

No makeup applications and blow-outs
No spa parties or groups of more than 4
No in-suite services

CLIENT EXPECTATIONS

If you are sick or feel any symptoms of sickness on the day of your appointment, we kindly ask that you reschedule:

Sensations of illness include:

- Cough
- Fever of 100.4F or above
- Chills
- Muscle pain
- Sore throat
- Trouble breathing
- Diarrhea
- Shortness of breath
- New loss of sense of taste or smell
- Persistent pain or pressure in the chest
- COVID toes (dark red or purple lesions/whelps/hive-like bumps on feet/toes)

All guests must have a scheduled appointment. **NO WALK-INS AT THIS TIME.**

Bring only that which you need on the day of your appointment. For example: purse, keys, wallet, phone and coat if inclement weather.

Only those individuals with appointments may be in The Spa. Please do not bring a companion on the day of your appointment unless that companion is also scheduled for an appointment on that day, at around the same time as you.

Hand sanitizer will be available within The Spa.

FACE COVERING PROTOCOLS

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ADDITIONAL PROTOCOLS

- All guests will receive a second verbal health screening prior to beginning their treatment.
- Upon arrival, guests will be escorted directly into the treatment room or service area.
- Guests will undress within the treatment room. A sanitized container will be provided for the guest to place their clothing and jewelry within.
- Upon service completion, each guest will have the option of enjoying the The Spa's Relaxation space for 30 minutes, during which time our Front Desk Representative will facilitate the check out process.
- All guests will be scheduled with physical distancing and air flow in mind. The Spa At The Ivy uses the physical distancing guidelines as set forth by the CDC to ensure the health and safety of both our guests and our Spa Team.

OUR SANITATION & DISINFECTION PROCESS

The Spa At The Ivy's HVAC System has been updated. The high efficacy filters installed within our HVAC units filters and Ionizes viral particles as small as .1 microns. The Spa At The Ivy uses an antiviral, antimicrobial, medical grade, disinfectant along with additional stand alone purification devices within each treatment room.

- All treatment beds and face cradles are covered with Medical Grade fitted covers.

WHAT YOU MAY EXPECT FROM THE SPA AT THE IVY TEAM

- Staff will stay home if they feel sick..
- Staff will be immediately sent home if they are displaying any signs of sickness.
- All Spa Technicians wear N95 masks. Additionally, Estheticians wear the N95 masks and Facial Shields. Their guests are positioned under a protective barrier, creating another line of protection.
- Hands are washed pre and post session.
- Common areas, such as our relaxation space and our restroom, are disinfected after every use.
- Treatment rooms will be completely disinfected after each service. Additional time will be provided between treatment times.
- Reception desks, credit card machines and other high touch points will be disinfected after each client interaction.

Failure to cooperate with the staff in implementing the guidelines and protocol set forth herein, or results of the health screening that the SPA determines may create a health risk for guests or staff will result in the cancellation or your appointment or the potential rescheduling of your appointment to a later date and time. In providing services for our guests, The Spa is relying on guests to accurately perform a self-screening as outlined herein and to accurately respond to the verbal screening by the staff.