



# BUSTANI DAY SPA

A TRANQUIL URBAN ESCAPE

11th May, 2020

Dear Esteemed Spa Guest/Client,

## **Re: Welcome Back! – Re-opening of Bustani Day Spa**

As a response to COVID 19 pandemic, we closed our Spa in March, in an effort to support the calls of government and also to assess the situation and re-align ourselves to the changing environment. During the last several weeks, we have followed keenly and continue to do so, on the government guidelines and updates issued everyday and which have included Salons and barbers as part of service providers allowed to operate at this time. After assessing and analysing the situation, we have decided to re-open our Spa as part of the services government recommends to stay open and support the economy but also to ensure that you, our most valued client get the best services while ensuring we are fighting corona virus together. Below, is how we shall operate at this time and how we request you to support us at this time to ensure your own safety and ours.

**Opening and Closing Time:** We shall remain open from 8.00 am – 4.00 daily

## **Work Schedule and Appointments**

In order to ensure safety and that we are following guidelines provided by MOH, we shall work on **appointments only** and so we do encourage you to call ahead and book on phone **Tel: 0710451713** or book on line [bookings@bustanisp.com](mailto:bookings@bustanisp.com). This will help to ensure you don't get disappointed and also to ensure we clean up and sanitize before you come in. Please help us serve you the best by **keeping time** so we can maintain social distancing and avoid crowding in the Spa. Clients who come in late may have to be rescheduled.

## **Services Being Provided**

We shall provide all services we normally offer but some will be at our discretion e.g. facials

## **Payments**

We request that you pay using our Mpesa Till number and where this is not possible, we shall accept a credit card. As per government guidelines we shall not accept cash during the corona virus situation.

## **Nail Bar, Salon and barber Safety.**

There are many implements, equipment's and supplies that are used at the nail bar and the salon/barber areas. All of these will be cleaned and sanitized thoroughly after every client use as its our tradition but this time with more keenness.

## **Waxing Safety.**

We shall use the wax that enables us to only put enough for your service only after which the waxing equipments, implements and supplies are thoroughly cleaned and sanitised before use with another client. We use the non-strip wax for most of our services – for same price as the strip wax- and will continue to do so to ensure best results.

### **Refreshments and safety.**

During this time, we shall not offer any refreshments in the form of fruits or drinks or snacks and will keep monitoring the situation and decide when it's safe to bring back the refreshments for you. We do request our clients to come in with their own water bottles if they do wish to have something to drink while at the Spa.

### **Overall safety**

As you come in if walking you will be sanitised on entry, once you are entering the Spa reception, there is a washing hands area where we expect you to wash your hands and at the reception you will also be sanitised. These services will be available as you come in but also at your disposal as you leave. All of the staff are required to wear masks at all times and wash and sanitise themselves before and after dealing with every client. Our cleaning department is ensuring thorough cleaning and sanitizing of every space, furniture, equipment's, all handles, surfaces and every possible area where a client may touch before and after their services. Social distancing is being maintained as much as possible and all our therapists are keeping this guideline even when not working. As we have always done, we use soap and disinfectant to clean each and every space in our Spa (including outsides) before starting services and at the end of the day. All our linen is highly disinfected before washing and during the washing and ironing.

In order to serve you and ensure your and our safety we request that you help us observe safety by;

- ✓ **Staying Home if Sick** - If God forbid, you had booked and that day you wake up feeling sick, kindly call and reschedule as we want to ensure you stay home and get well and can come when well to enjoy your service.
- ✓ **Book ahead:** Please call and book ahead or email us so we are ready for you when you come.
- ✓ **Masks** - We request that you do carry and wear your mask at all times while at the Spa to ensure your and our safety. We shall do the same at all times.
- ✓ **Washing hands and Sanitizing** – please wash with soap and water provided as you come into the Spa and keep sanitising with sanitisers provided. Avoid touching your face at all times and if you do please wash your hands and sanitize.
- ✓ Social Distancing – We request you to adhere to this as much as possible while at the Spa
- ✓ **Payment of your services** - our preferred mode of payment is Mpesa and if not kindly use a credit card
- ✓ **Relaxation at the Spa** – While we would love you to enjoy our relaxation area and gardens, we urge you to leave the Spa as soon as your service is done and go home where you are most safe during this this time.

We thank you for adhering to the above which will enable us to provide you with the best services possible at this time while helping us fight COVID-19 too. We shall keep abreast of the situation and will adjust as things change and keep you informed of any changes.

**Keep Safe, Keep Relaxed, Keep Well.**

With our best wishes,  
Bustani Day Spa Management