



Dear valued guests,

The COVID-19 Pandemic is an unprecedented worldwide disaster and we at GUVON SPAS have aligned ourselves with the recommendations and protocols supported by both the WHO and the local NICD.

Our highest priority is the well-being of our staff, loyal guests and suppliers during these trying times as their health and safety remains imperative for us to continue in these desperate times.

The following COVID-19 protocol has been put in place in all of our Spas at Guvon Hotels & Spas, for the safety and reassurance of staff and guests, includes but is not limited to:

- All treatments rooms are frequently being disinfected and extensively cleaned throughout the day focusing primarily on high commercial activity areas and frequently touched surfaces.
- Change rooms are cleaned and sanitised hourly throughout the day. Soap and disposable hand wipes are available in all areas
- Hand Sanitizer stations have been strategically placed
- Everyone entering the Spa is obliged to have their hands sanitized.
- Staff training regarding COVID-19 awareness and hygiene etiquette has been conducted
- Good hygiene practice such as washing hands regularly, using disposable tissues when sneezing and disposing of them immediately followed by a hand wash have been promoted.
- No staff member will be allowed to work and/or to come to work if they are showing any signs of illness and will be confined to self-quarantine immediately
- All staff members will adhere to wearing masks and gloves where required
- All staff members in compulsory self-quarantine will be remunerated during their enforced absence

Amongst these protocol measures in place to manage this dire situation, we are endeavouring to monitor all staff and guests who have travelled from high risk areas. We also encourage stringent adherence to all basic hygiene requirements particularly those associated with hand-washing (thorough washing with soap and water is sufficient), covering one's mouth when coughing or sneezing into the crook of the elbow, keeping surfaces clean and avoiding touching one's face plus avoiding to hug and shake hands with others.

Please be assured that we are passionate about the spa industry and are adhering to the President's address and all recommendations by the World Health Organisation. We take our responsibilities to reduce the risk of the COVID-19 virus very seriously and are taking the recommended precautions. We would like to assure you that we are working diligently to fulfil our daily commitments to you.

While no one can predict the path of this virus, we are doing all we can to reduce the risk of potential contamination or spread of disease. We thank you for choosing Guvon Spas

Please do not hesitate to contact any one of our Spas to set your mind at ease - together we can beat this!

Corne Houston
Group Spa Manager
Guvon Hotels & Spas