

The Vitality Experience

At Vitality, we've always been in the business of taking care of people. That responsibility takes on a whole new meaning these days. That's why we are carefully following stringent CDC COVID-19 Safety Protocols to create as safe a place as possible for self-care at our spa. The health and well-being of our amazing staff and clients are always our priority.

Here's how you can help us:

Before Your Appointment

- At this time, we are welcoming clients **by appointment only (no walk-ins)**, Please call 248-630-7000 and leave a detailed message with your appointment request to book yours.
- Couples same room appointments will not be permitted at this time in order to maintain the safest social distancing practices.
- **No companions:** Please come alone unless you need specific medical attention, or you are bringing a minor that has a service.

Please reschedule your appointment...

- If you or someone in your household is feeling ill or having any of the following symptoms- fever, dry cough, body aches, headaches, sore throat, shortness of breath, loss of taste and/or smell, diarrhea, or even mild cold, flu or allergy like symptoms, regardless of whether you were potentially exposed to COVID-19
- If you have tested positive for COVID-19 or have had known close contact within anyone who has within 14 days of your appointment.
- If you or your immediate contacts are awaiting Covid-19 test results.

For the safety of everyone, our licensed therapists are permitted to decline service to any client exhibiting potential contagious symptoms.

Cancellations: We will not penalize for any cancellations due to being sick. Please call the spa if you need to reschedule. All no-show appointments will be charged the full price of the service as we are trying to service all our Vitality clientele and appointments are limited.

Once at The Spa

- **Arrival & Entry:** Please call us at 248-630-7000 when you arrive the Spa parking area located behind Great Lakes Athletic Club via the drive on the right-hand side of the building.
- There is no waiting area within the spa at this time – we ask that you sit in the comfort of your car to be contacted by our receptionist when your service specialist is ready.
 - Complimentary beverage service will not be available for the time being, if you would like a drink, please bring your own water bottle.
- Convenient pre-appointment check-out designed to support social distancing. We will take your payment information over the phone at check in. Gratuities may be added to your payment total upon request. If you wish to pay tips via cash, we ask that you bring exact change.
- **Masks:** You **Must** wear a mask in all common areas (we'll have them on too!). During your spa treatment, you will wear your mask whenever possible — with a few exceptions:

- Facials (face-related services): Keep your mask on until your service provider asks you to remove it in the treatment room.
 - Massages: Masks are required when you are face-up, and optional (but preferred) when you are face down during your massage.
 - Masks are available for purchase if you happen to forget yours.
- **Covid-19 Pre-Screening** All clients entering Vitality will be asked a Covid-19 screening checklist based on CDC Guidelines before entering the spa.
 - **Required temperature check** at check-in. If it is above 100.4, we will kindly ask you to reschedule your appointment.
 - We ask that you immediately **sanitize or wash your hands** upon entry into the spa.

In-Treatment Room & Common Space Cleaning and Safety Protocols:

The standards for cleanliness and hygiene have always been industry-leading at Vitality Day Spa and Great Lakes Athletic Club. We've amped up the frequency and stringency of our cleaning protocols both in-room and in our common spaces expert guidance from the [Centers for Disease Control](#) (CDC)

You're in good hands with our talented professionals — massage therapists, estheticians, nail technicians. Here's what to expect during your treatment:

- Vitality staff will be wearing masks at all times. Our service providers will wear a mask + face shield for face-related services (like facials).
- All service providers are required to wash their hands before and after every client service.
- All treatment rooms are sanitized between each guest service, including surface areas and handles. Extra time has been added between treatments to allow for thorough cleaning.
- As always, every guest service features fresh sheets, head cradle covers, and towels. All soft goods — linens, robes, towels, etc. — are laundered after use.
- During nail services, a plexiglass barrier will be between the guest and nail technician
- All common area surfaces are cleaned frequently, along with the most commonly touched objects like door handles. Our cleaning solution is medical grade and kills 99.9% of bacteria & viruses.
- Hand sanitizer is available throughout the spa for client and staff use

Employee Protocols:

The health and well-being of the Vitality team is always our top priority. Our new employee policies help maximize their safety and yours.

- All employees undergo a wellness check daily (temperature + COVID-19 screening)
- All employees are required to wear a face mask (over mouth + nose) at all times.
- Employees must wash their hands frequently and diligently, per CDC guidelines
- Any employee who is feeling unwell will be required to stay home. Likewise, any employee who lives with or has had close contact with anyone who is feeling unwell will also be asked not to come to work. We thank you in advance for your understanding should this cause any changes to your appointment reservations.

We will continue to refine and fine-tune our protocols and processes as governmental orders update. Thanks in advance for your patience as our team gets used to the new rhythm of Vitality with these changes. To reserve your appointment time, please call us at 248-630-7000. We look forward to (safely) taking care of you again soon!