



The safety and wellbeing of our clients and staff is our priority and we will take all necessary precautions to ensure their continued welfare. As with many businesses, we are actively monitoring the situation with regards the outbreak of Covid-19 coronavirus and are in regular contact with Public Health Oman. The advice from the health authorities has not changed, so our business is operating as normal and standard terms and conditions on bookings continue to apply.

If you are planning on visiting Ayana Spa and if you are showing symptoms similar to those associated with the Covid - 19 virus (for example: fever, cough, breathlessness), we please politely ask that you postpone your visit to Ayana Spa and instead contact immediately your doctor for further advice and instruction.

For the safety of everyone, our staff are permitted to decline service to any clients exhibiting contagious symptoms and will reschedule your appointment. We have likewise instructed our staff that if they exhibit any cold-like symptoms, they should stay home.

During your visit, we wish to reassure you that Ayana Spa is taking all possible steps to minimise the risk of contagion, including the implementation of enhanced cleaning regimes throughout Ayana Spa. Rest assured, we will continue to act quickly should we be required to do so and will take all necessary precautions to protect the welfare of our client and staff. We ask all our clients to observe high standards of personal hygiene whilst visiting Ayana Spa. There are simple things you can do to help prevent the spread of the virus, including:

- Covering your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze and putting used tissues in the bin immediately
- Washing your hands with soap and water regularly, and using hand sanitiser gel
- Trying to avoid close contact with people who are unwell
- Avoiding touching your eyes, nose or mouth if your hands are not clean.

Throughout Ayana Spa, we have placed additional hand sanitisers in convenient locations for clients, and we politely ask that you use them regularly.

In addition to the sanitisers:

- Temperature screening for all clients is necessary before treatment at reception as a preventive measures.
- All Ayana staff undergo temperature screening each day to ensure a healthy work environment.
- All public areas, as well as the back pantry areas, are regularly and thoroughly cleaned to the highest standards, paying special attention to high-touch areas such as door handles, locker keys and surface areas etc.
- On going training has been put in place to ensure all staff are fully prepared to provide information and updates to our clients.

Thank you for your cooperation and understanding.

Ayana Spa management