



Welcoming you to the Wave Garden Spa

Our team is here to welcome you with a friendly smile and warm hospitality. Please help us to welcome all of our guests with the time and comfort they deserve by arriving at the Wave Garden Spa reception 15 minutes before the start of your first treatment.

Creating a safe environment

- The Wave Garden Spa has well-ventilated airy rooms and plenty of outdoor space for you to relax in.
- We have created a Covid-19 secure environment supported by industry-leading training for our spa team.
- We have reduced maximum guest numbers to allow for easier social distancing.
- Health declaration forms must be completed by all guests, staff, and visitors to the Wave Garden Spa.

Our industry-leading cleaning and sanitising standards

- We follow the same industry-leading Hilton Clean Stay hygiene protocols as our colleagues at the Hilton Garden Inn Snowdonia. We also follow the industry-standard protocols outlined by Habia.
- We have a dedicated team of cleaning champions working around the clock to keep the Wave Garden Spa sanitised and safe.
- Additional hand sanitiser stations are provided around the spa for guests and staff to use.
- Lockers and locker bands are sanitised before and after each use.
- Upholstery in the Wave Garden Spa is sanitised daily.
- Our in-house laundry wash programmes meet industry standards for thermal disinfection.

Treatments

- Changes to our spa treatments may occur in line with Welsh Government guidelines. In this case, other options will be made available.
- All of our therapists are provided with the correct PPE to undertake treatments safely.
- Clean face coverings must be worn by our spa guests during all treatments except facial treatments.
- Therapists and guests will be required to sanitise their hands before and after each treatment.
- Our treatment rooms are deep cleaned daily and sanitised throughout the day (including treatment beds and showers).

The Spa

- We are operating our spa with a reduced guest capacity, to help us ensure easy social distancing.
- Our spa facilities are deep cleaned and sanitised overnight. They are also sanitised regularly throughout the day.

How you can help us

- If you or anyone in your home is feeling unwell or experiencing any Covid-19 symptoms you must inform our team and stay at home. We will transfer your booking on one occasion.
- Please sanitise your hands at the Wave Garden Spa reception, and please sanitise your hands regularly throughout your visit.
- Please maintain social distancing and follow our in-spa signage.
- Please bring your own clean face mask to wear during your treatment.

If you have any specific concerns that aren't addressed in the information above, please contact us by calling 01492 353 353, or by emailing info@wavegardenspa.com

Thank you