

(h i a t u s)

HIATUS COVID-19 SAFETY PROGRAM

INTRODUCTION

Hiatus Spa and Retreat (“Hiatus”) is dedicated to the well-being of its community of guests and team members. We hope that our history of service, and this current safety protocol, will demonstrate our commitment to the safety and protection of our community.

What follows is a program developed by Hiatus to guard against the transmission of the SARS-CoV-2 virus (“Coronavirus”). This Program, which will be subject to change in order to reflect the latest guidance and best practices, shall remain in effect until such time as medical guidance and common sense direct otherwise.

SUMMARY POINTS

- We will take every precaution to make a guest’s visit as safe as possible, but cannot guarantee protection against Coronavirus, and the decision to visit a Hiatus Retreat must remain with the guest.
- No person will enter a Retreat without having made a knowing and voluntary decision to do so. Hiatus will require all guests to review and sign a Coronavirus-specific informed consent and release before obtaining services from a Retreat.
- Hiatus has evaluated each potential surface and space within a Retreat to develop a cleaning and sanitization protocol.
- Hiatus uses hospital-grade cleaning products designed to be 99.99% percent effective in destroying bacteria and viruses such as the Coronavirus. Spa attendants constantly clean, disinfect and sanitize throughout the day during and after business hours.
- While each guest will be directed to a restroom to perform hand washing prior to each treatment, the communal relaxation area will not be available to guests for this introductory period. Social distancing will be maintained throughout each Retreat.
- Each team member will receive specific training on the Coronavirus and this protocol.
- All guests will be screened for symptoms of Covid-19 or elevated temperature and entrance to a Retreat will be refused if either symptoms or elevated temperature are present.
- Hiatus will assign at least one team member at each Retreat to facilitate and ensure implementation of this Program from the guest’s perspective. Guest are asked to maintain social distancing, use hand sanitizing methods, and wear a face covering during movement throughout a Retreat.

GUEST'S PERSONAL ASSESSMENT

By now, we know you are familiar with the Coronavirus and its resulting illness, Covid-19. Your decision to visit a Hiatus Retreat, or any other business for that matter, is an important personal choice that requires thoughtful consideration of any health issues that might put you (and/or your loved ones) at greater risk of harm.

The extent and danger of the virus is not fully understood, but we know that some people are more at risk than others. If a guest is elderly or at higher risk of a serious illness due to a pre-existing condition (the CDC list for high risk can be found at <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>), then we believe that the guest should carefully consider whether to visit Hiatus at all. Some Hiatus members who fall into this group have stated that they will wait until a vaccine(s) are developed before visiting. We completely understand, and we are working with them to accommodate their needs.

If a guest has any concern or question about being at greater risk of harm, or any other concerns regarding Coronavirus, then we ask that they consult their physician for guidance before visiting a Hiatus Retreat. If a guest cannot readily visit with a physician, there are some excellent and affordable resources available for telemedicine consultation, including Teledoc (www.teledoc.com) and Amwell (www.amwell.com). There is no substitute for competent medical consultation, and Hiatus personnel are not qualified to render such advice. The program set forth herein is designed solely to protect guests and employees from the transmission of the Coronavirus, an effort that is being undertaken by millions of businesses across this country.

VOLUNTARY CONSENT

No person will enter a Hiatus Retreat without having made a knowing and voluntary decision to do so. All who enter do so of their own free will, including all guests and team members. (Hiatus has not required employees to return to work or be terminated. During this reopening effort, Hiatus has brought back only those team members who have volunteered to return after careful consideration of their own well-being.)

To ensure that this critical decision has been made and is well understood, Hiatus will require all guests who wish to visit a Retreat to review and sign a Coronavirus-specific informed consent and release.

Hiatus has offered, since the beginning of this crisis, to allow any member to suspend their membership due to concerns of the Coronavirus. Members may do so without penalty, and we are available to answer any questions a member or guest might have.

SANITIZATION OF THE RISK ENVIRONMENT

Hiatus has implemented a comprehensive, medical-grade sanitization program that has been reviewed, developed with, and approved by multiple medical doctors. The program is based upon guidance from the Center for Disease Control ("CDC"), the Occupational Safety and Health Administration ("OSHA"), the Environmental Protection Agency ("EPA"), and other sources. While no program can completely eliminate all risk, Hiatus' program is designed to maximize the elimination of risk. Our goal is to make Hiatus Retreats the safest day spas in Texas, and to address every aspect of the guest experience by reviewing the risk and implementing an appropriate mitigation plan.

AUDIT OF THE RISK ENVIRONMENT

In order to properly sanitize each Retreat, Hiatus has performed an audit to determine the nature and extent of surfaces that must be sanitized in order to achieve the highest level of effectiveness. Examples of such frequently-touched surfaces include: door knobs, chairs, table tops, sheets, towels, light switches, handles, toilets, faucets, and touch screens. Hiatus has assessed the nature of such surfaces including whether such objects are non-porous or porous – as these two surface types require different sanitization products and protocols. Audits will be regularly performed using appropriate methodologies.

SANITIZATION PRODUCTS

Since its inception, Hiatus has utilized hospital-grade cleaning products designed to be 99.99% effective in destroying bacteria and viruses such as the Coronavirus. We will continue to do so. Hiatus uses EPA-registered disinfectants, including the following:

- LUCAS-CIDE Salon and Spa disinfectant (a disinfectant, virucide, bactericide and fungicide designed for spas)
- Barbicide (a hospital-grade, broad-spectrum disinfectant, germicide, psuedomonacide, fungicide and virucide)
- Citrus II (a hospital-grade germicidal and deodorizing cleaner)
- Bio-enzymatic laundry detergent

SANITIZATION PROTOCOLS

Sanitization protocols are implemented based upon the assumption that the Coronavirus has been brought into a Retreat and thus must be immediately eradicated. Spa attendants constantly clean, disinfect and sanitize throughout the day during business hours, and perform even deeper cleaning when we are closed to the public.

Hard Surfaces. All hard surfaces are disinfected using the appropriate products after every service in each treatment room.

Laundry. All laundry is handled by an attendant wearing gloves, mask and other protective equipment (“PPE”), who shall ensure that all robes, slippers, towels, sheets are delivered directly into the laundry area and processed there.

Frequency. All surfaces within the treatment room that may be touched during the course of a service are sanitized prior to the next service. Hiatus team members proceed through a written checklist of surfaces to be cleaned after each treatment.

Other Safeguards. As appropriate, Hiatus performs electrostatic cleanings of its Retreats. Hiatus also confirms the proper circulation of air within the Retreat, and regularly changes HVAC and HEPA filters as applicable.

NARROWING OF THE RISK ENVIRONMENT

An important initial step in lowering risk is to reduce the universe of surfaces that might be touched during the course of a guest's visit. We think of this as creating a single tunnel versus a maze with many pathways. It is much easier to focus on the sanitization of a single path than a large number of potential paths. For that reason, Hiatus is temporarily restricting access to some communal areas. Hiatus will continue to sanitize all areas. Magazines and tea service are not available for now. Restrooms are available, but the showers will be temporarily closed. Temporary signage throughout the Retreat will guide guests in narrowing the risk environment.

TEAM MEMBER EDUCATION

Team education is essential. Prior to admitting guests into the Retreats, all Hiatus team members are educated on how the Coronavirus is transmitted and how to execute this Program to prevent such transmission. Hiatus service providers receive extensive instruction on sanitization and hygiene prior to performing any service.

TEAM MEMBER SCREENING AND DISTANCING

Prior to returning to Hiatus, each of our team members undergoes an extensive health screening process to ensure that he or she has not experienced any Covid-19 symptoms during the last 21 days, nor been in contact with anyone who has been diagnosed with Covid-19 during that time period. Moreover, Hiatus has developed a protocol for any team members who develop symptoms—which provides 24/7 telemedicine and a concise path to Covid-19 testing for each employee and their families.

Prior to entering a Retreat on a given workday, each Hiatus team member is screened for signs of infection or illness. Each team member shall report any physical condition consistent with a potential infection; cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat or newly-developed loss of taste or smell. The temperature of each team member shall be taken using a “touch free” thermometer and anyone with a temperature exceeding 100.0 degrees shall not be permitted to enter the Retreat. The team member shall affirm that she or he has not been in contact with anyone who has been symptomatic with Covid-19 since last entering a Retreat.

While in a Retreat, team members shall maintain appropriate social distance of at least six feet from one another, whether in break rooms and anywhere else. Team members will continue to wear masks in between services and shall not touch another team member's phone or office tools such as a keyboard.

Any team member who fails to fulfill this program's requirements shall be deemed to have violated her or his obligations as an employee – resulting in immediate correction and, if appropriate, discipline up to termination.

GUEST SCREENING

During the booking process, each guest will be asked to report whether they have tested positive, exhibited symptoms of Covid-19 (see above), or been in contact with someone symptomatic of Covid-19. Prior to entering a Hiatus Retreat, at the time of visit, a guest will be asked to re-affirm this status. Additionally, the Hiatus Health Concierge shall take the guest's temperature using a “touch free” thermometer and a guest with a temperature exceeding 100.0 degrees shall not be permitted to enter the Retreat. We view this temporary requirement as necessary to protect the wellbeing of all Hiatus guests. There will be no exceptions, and we apologize in advance for any temperature reading that precludes admittance although the guest may not feel physically ill.

GUEST EXPERIENCE

Appointment Only. Hiatus services will be rendered only on an appointment basis. For now, Hiatus will not accept “walk in” appointments.

Staggered Appointments. Hiatus will stagger guest appointments to facilitate appropriate social distancing of at least 6 feet between guests.

Hiatus Health Concierge. Hiatus will assign at least one team member at each Retreat (more where required) to facilitate and ensure implementation of this Program from the guest’s perspective. This team member will serve as a “Hiatus Health Concierge” and shall focus exclusively on carrying out the mandates of this Program while welcoming and assisting the guest.

Check-in. Upon arriving at a Retreat, while still in the parking area, a guest can remotely “check in” via text or phone call. Upon Hiatus confirmation, typically 10 minutes prior to the appointment, the guest will proceed to the Retreat.

Initial Greeting. Hiatus guests will initially be greeted by a Hiatus Health Concierge, who will discretely take the guest’s temperature as described above.

Hand Sanitization. Upon entering the Retreat, each guest will be provided hand sanitizer for immediate use. This is an important first step because it helps ensure that a guest does not introduce the Coronavirus into the existing sanitized Hiatus environment. Additional hand sanitizer and sanitization wipes are available throughout the Retreat.

Personal Protective Equipment (“PPE”). All Hiatus team members will wear masks while performing services. Hiatus team members will additionally wear gowns or aprons that will be laundered internally following each service using the same products and protocol described above. Where feasible given the requirements of a service, team members will wear gloves that will be disposed after each service.

Hand and arm cleaning. Prior to every service, a Hiatus team member will wash her or his hands and arms with soap and warm water for at least 30 seconds. The Hiatus team member will verbally inform the guest that this has been accomplished. The guest will be asked to also wash her or his hands or, at minimum, sanitize her or his hands with hand sanitizer provided by Hiatus.

Signature Foot Soak. Hiatus is continuing its extremely popular signature foot soak. This is an opportunity to demonstrate the personal attention that has made us successful, and it has the additional benefit of protection from the Coronavirus.

Sensory Journey. As the Hiatus Sensory Journey necessarily involves the inhalation of fragrances, this activity will be temporarily suspended.

In-service Guest PPE. Guests are required to wear face coverings at all times with the exception of those during their facial treatments.

Conclusion of Service. When concluding a service, and bidding farewell to a guest, a team member will offer a sanitized bottled water to the guest.

Contact-less Payment. All payments for services and retail products will be handled in a contact-less manner, preferably using the guest’s credit card on file.

QUESTIONS AND COMMENTS

Every Hiatus guest is invited to submit questions or comments directly to Hiatus' owners by e-mail directed to bill@garrisonpc.com.