**S.F.E. SANITATION FAQS**

1. **What preventative measures is your studio taking to prevent the spread of COVID-19 & other viruses, sickness, or germs?**

We have increased our opening and closing cleaning & disinfection routines to ensure we are taking extra care with surfaces as we execute our daily routines. In addition to our opening & closing duties we have also implemented extensive cleaning & disinfection practices prior to the start of services. By extending our turnaround times between each client we are able to fully prepare for the next service by making sure each surface, tool, & other necessary items are completely sanitized, disinfected, and put away to prevent contamination. We have always followed our Michigan state board guidelines for best sanitation & disinfecting practices, though we have chosen to additionally adopt the CDC recommendations to effectively protect ourselves and our clients.

1. **What are your plans to protect me & yourself since the service I am booking cannot be conducted 6 feet apart?**

Our studio has implemented new rules, recommendations, and guidelines to help us all stay as healthy as possible. One of these new rules is that our service providers and clients must wear masks at all times when in the building. Service providers will also be wearing gloves throughout all services to prevent the transfer of germs, and will change gloves immediately after contamination, as we know that wearing the same set of gloves after contamination is neither recommended nor beneficial. Additionally we have implemented the new practice of removing shoes at the door to help prevent the spread of germs via the soles of the shoes. As service providers, we are washing our hands even more than before, using sanitizer in-between hand washing, and providing supplies to encourage the same of clients while visiting. Your service provider will now also be wearing additional PPE items such as protective face covering/eye wear.

1. **Do I have to wear a mask/why do I have to wear a mask?**

Yes, in order for us all to remain healthy and for the studio to remain open we have implemented new rules. Masks must be worn by both clients & service providers within the studio to best protect each other. We understand wearing masks can be uncomfortable, though at this time we must participate in the guidelines the CDC is providing for the safest execution of personal services. When this changes we will be sure to let you know that masks will no longer be necessary during services.

1. **Will you be supplying masks & gloves to clients?**

At this time, due to higher costs of goods & shortages of PPE items, we will not be able to supply clients with masks and gloves or other additional safety and protection supplies. However, if you are unable to secure a mask prior to the start of your appointment, we will make every effort to have disposable masks available, & the cost of those protective items may be easily added to your service total. \*Availability of inventory [via local distributors] may limit our ability to provide masks to all clients. Please reserve masks as add-ons to your service when you receive your appointment confirmation/reminder.

1. **Why do I have to remove my shoes at the door?**

The soles of our shoes are covered in lots of bacteria and germs, so to prevent them from spreading further we are requesting our clients remove their shoes at the entrance. If you are uncomfortable going completely barefoot throughout the studio, we are able to offer pre-sanitized & disinfected spa sandals to wear during your visit.

1. **Why do I have to have an appointment/why are you not taking walk-ins?**

We have decided to accommodate clients on an appointment basis to ensure we are following the CDC guidelines and recommendations. This will help us to better plan and prepare for the day to ensure we are promoting the best health and wellness for ourselves and our clients. Allowing walk-ins during this time would not allow us to control the number of clients we have in the studio, and would not allow sufficient time between services to properly clean, sanitize, and disinfect all surfaces, implements, & tools appropriately.

1. **Are your cleaning products safe?**

Yes, our cleaning products are QUAT (quaternary ammonium compound) free. We use the Rejuvenate brand which is a hospital-grade disinfectant powered by Accelerated Hydrogen Peroxide that is EPA and FDA registered, non-irritating to the skin and eyes, and also fragrance-free. These products are Michigan state board compliant for cleaning & disinfection, & have been EPA tested & registered for safety and effectiveness.

1. **If your cleaning supplies are all natural can they still kill COVID-19?**

Our cleaning supplies are all approved by our state board regulations for cleaning and disinfecting and they have been verified to be as effective for killing viruses (including COVID-19) as unnatural cleaning supplies.

1. **How often are you cleaning?**

We have always followed our state board guidelines & recommendations for thorough cleaning, sanitation, and disinfecting, however we have now taken them a step further to incorporate more sanitary practices for when we open & close our business & between each client. During opening & closing we are giving focused attention to our entryway doors, floors, restrooms, our lobby, and our retail & check out area. Between clients we have added in more time to thoroughly clean and disinfect the entire treatment area & any other areas throughout the studio before our next client arrives.