

GUEST FREQUENTLY ASKED QUESTIONS

What is Spa Oceana doing to keep guests safe from germs?

Spa Oceana follows strict guidelines in accordance with State Board, CDC, OSHA and other state/local agencies. Our team has gone through COVID-19 training including sanitation and infection control procedures to ensure guests and staff are safe and risk for transmission of germs is low. Additional cleaning and disinfecting check points have been implanted along with daily operation modifications.

What can I expect to be different when I return to the Spa after COVID-19?

Due to the current Health environment, a guest will notice staff use of Personal Protective Equipment and increased frequency of certain sanitation measures (cleaning of surfaces, credit card machines after use) as well as sanitation information posted in various spa locations. Team members will reinforce social distancing guidelines and guests may also notice that availability of self-serve items, previously offered (i.e. trail mix, snacks, fruit, infused water) may not be available or offered in a prepackaged manner or by request.

Does Social Distancing apply at the spa?

Spa Oceana has implemented protocols for properly following Social Distancing regulations. This includes but is not limited to scheduling certain number of guests for services at any given time, re-arranging furniture, and possible marked areas in common areas and temporarily requiring guests to schedule appointments ahead until we are able to accommodate walk in appointments. We ask that guests practice proper social distancing while in the spa environment.

Are linens changed after each massage and facial?

Linens are washed after every guest service or treatment with a commercial grade detergent in hot water and dried at a high temperature.

How often are pedicure chairs and basins/bowls cleaned?

Pedicure chairs, basins and bowls are properly washed and disinfected after every guest with an EPA- registered disinfectant.

What cleaning agents are used in the treatment room, pedicure basin/bowls?

Our disinfectants are hospital grade EPA registered disinfectants which are approved and effective against specific bacteria, fungi, and viruses.

How often and how are nail tools cleaned?

All metal tools that are designed for multiple use are thoroughly washed and disinfected after every guest with a EPA registered disinfectant. Some tools are single use only, therefore they are disposed of following the service or the guest may take them home.

Can I bring my own nail tools?

Our tools are thoroughly washed and disinfected following strict guidelines to ensure the safety of our guests, therefore we do not allow guests the use of their own tools.

Am I required to wear a mask?

Guests are not required to wear masks in public areas like the Reception Area, Locker Rooms, or Salon. Guests will still be required to wear a mask during Massage or Body Treatment services. Disposable masks will be available at the Spa Front Desk. Please inquire with our spa team.

GUEST FREQUENTLY ASKED QUESTIONS (CONTINUED)

Have staff been COVID-19 tested?

Proper protocols have been implemented for our staff with guidelines from CDC to assess employee health and identify warning signs and symptoms of COVID-19. While staff testing is not mandated, staff who are experiencing COVID-19 symptoms are not permitted to work and for those present, required PPE will be worn to ensure both guest and employee protection.

How is / how often is the Steam / Sauna room cleaned?

Steam rooms and Saunas are sanitized nightly with appropriate cleaning agents. This may include, but is not limited to detergent and EPA-approved disinfectants. Our staff also monitors and cleans throughout the day to ensure they are ready for every guest. Steam rooms are also bleached to sanitize the area due to the constant high levels of humidity.

How is / how often is the pool / whirlpool cleaned?

We follow strict State Health department guidelines to maintain safe water quality in our pools/whirlpools which may involve chlorine, saline and UV sanitation. We also have pool technicians on staff that clean and monitor the pools throughout the day.

What chemicals are used in the whirlpool to kill bacteria?

Whirlpools are chlorinated and filtered to sanitize the water. The water is also pumped through a filter multiple times per hour to ensure the water is safe for every guest.

Why does my service provider need to wear a mask and gloves?

Service provider staff are required to wear certain PPE to protect guests and themselves from the risk of transmission of germs. This may however, may be a short-term solution and will be re-evaluated in accordance with COVID-19 developments and changes in state, local and national regulations. We hope use PPE will not detract from your service experience and will do our best to provide you with a relaxing and personalized service.

How often is spa furniture clean?

The spa furniture is cleaned throughout the day by our team utilizing appropriate cleaning agents. The staff focuses on high touch areas in the locker rooms, restrooms and other public spaces. We also utilize professional cleaners who are scheduled regularly for a thorough cleaning of all surfaces including furniture.

Can I buy a gift card online instead of coming to the spa?

Yes, we have gift cards available online that may be shipped or held for pick up at the resort valet. Our gift cards are available at www.doncesarshop.com. The cards are available in specific dollar amounts or for specific treatments.

What if I don't feel well on the day of my service, will there be a cancellation fee?

We have reduced our cancellation window to 6 hours prior to your service and would be happy to cancel or reschedule your appointment prior to 6 hours. Within 6 hours of your appointment time there would be a cancellation fee of 50% of the treatment cost, minus service charge. If you are not feeling well prior to your service please call to notify us so we can possibly make other arrangements. No notification for cancellation will result in a full charge to the credit card you secured the appointment with.