



May 27, 2020

To my valued Clients:

I wanted to reach out to all of you and let you know some guidelines for my re-opening, which I sincerely believe will be very soon.

COVID-19 has transformed our lives in unimaginable ways. As I look toward the future, I am tasked with finding ways to safely interact with each other, while resuming activities within the spa. I am following the guidelines outlined by the Governor, the Pennsylvania Secretary of Health, CDC, and my PA Cosmetology Board. I will reopen when I am informed it is safe to do so. In preparation for my eventual re-opening, I will be putting additional safety measures in place. *These guidelines can and will change as needed/required.* Please also be aware I am coordinating with the staff and clients of Camille Baughman & Associates as well, as we are all in the same building and must stagger clients coming in and out.

MASKS

Clients will be asked to wear a mask. I will be wearing a mask & face shield.

Due to the wearing of masks, conversation will be kept to a minimum. (I'm going to miss your stories, but know my heart is full of caring for you!) If you know of specific skin issues or you need to tell me something, please let me know the day before when you are sent your Reminder. If you are having a facial, do not remove your mask until I have asked you to do so. You will put your mask in a disposable bag, which I will handle with gloves on. At the end of the spa service, I will ask you to put your mask back on before you get up from the table.

Your relaxation is key, and I am going to do what I can to make sure this happens!

SERVICES PROVIDED

Until I have reached a comfort level and can ensure not only my safety, but yours as well; I will only be offering ***Waxing and Essential Paradise Facials (my signature facial)***. I will not be using any spa equipment the first few weeks. I will incorporate different masques specific to your skin, including HydroJelly, to bring you the best spa facial you have been used too!

RETAIL SPA PRODUCTS

Retail sales will continue as always. The only thing I ask is that you do not touch products on shelves, but instead just let me know what you'd like and I will get it for you. Each product has been cleaned and sanitized. My Online Store will continue if you feel more comfortable ordering that way. I will have your order readied for pick-up.

SCHEDULING OF APPOINTMENTS

I am still determining the best course of action for re-scheduling of appointments. Already scheduled in June and future? I will begin reaching out to each of you as of June 1st to let you know if your appointment has been cancelled or not. *Please understand I may need to change the time of your appointment or reschedule altogether due to longer times for cleaning the treatment room. I apologize, in advance, for any inconvenience or missed appointments. This is new for all of us.*



- You will be asked to wait in your car until you are texted to come into the spa for your appointment. When you come in, please only have your car keys and credit card for payment. Cash and Checks will not be accepted for the time being as they are harder to sanitize. There will be a disposable bag for you to put your keys and credit card in. Thank you for your understanding.
- You will be met at the entrance by me where you will be asked to sanitize your hands, have your temperature taken and answer a brief health questionnaire as to whether you have been in contact with a COVID-19 positive person, have been out of the country recently, or exhibit any of the symptoms of the virus: cold, sore throat, fever over 100.4 F, cough, runny nose, an unusual skin rash, or a change in your ability to taste or smell. Please feel free to use the restroom before your spa service once you have been greeted.
- As these are new procedures, please be patient should I be running behind. Until I start implementing these protocols, I will not know how long it will take me to re-sanitize the treatment room, door knobs, bathroom, etc.
- Clients will be asked to cancel their appointment if they have a fever above 100.4 or respiratory symptoms (cough or shortness of breath). Late cancellation fees will not apply for illness in the event you should become symptomatic on the day of your appointment.
- Facial table, bathroom and high touch surfaces (doorknobs, etc.) will be disinfected between clients.
- Clients who have tested positive or who are recovering from COVID-19 will be asked to delay their Facial or other spa service. Please contact me to discuss when your spa services can resume.
- The day prior to your Spa Service, you will be contacted by text to remind you of my new protocols and to see if you have had any changes in your health.
- You will be escorted to the door after your appointment as well.

Please visit my website: www.FoundationSkincareByMG.com and click on *NEWS* to view any updates or changes to the above procedures/guidelines.

We are all in this together. Although we are living in a new “normal”, some things will never change. I will NEVER stop being so happy when you walk through my door! I look forward to providing the same high-quality service in a safe environment that I always have. Your outreach these past few months has been humbling.

I thank each and every one of you for your support, caring, and love.

All my love and prayers,

Michelle Grochalski
CEO/Licensed Esthetician