Due to the COVID-19 pandemic, many spas now require guests to wear face masks. The tips and advice below, sourced from ISPA members, are intended as general guidance for managing the use of masks in a spa setting.

**COMMUNICATIONS**

- Communicate your spa's mask policy frequently and thoroughly—on your website, during bookings conducted over the phone, in confirmation and pre-arrival emails or texts, etc. Consider details such as:
  - your spa’s reasoning for the policy (government mandate, guidance from public health officials, a desire to protect guests and staff, complying with high industry standards, etc.)
  - where the facial covering must be worn during a guest’s visit, including detailed information about how facial coverings will be handled during various treatments and services
  - what reasonable accommodations are available to those unable to wear a traditional face mask due to health concerns (follow ADA and HIPPA guidelines at all times)
  - your spa’s procedures for those guests unable to wear a mask and who decline the accommodations offered by the spa

- Clearly post your spa’s mask policies at the spa’s entrance(s), including options for guests who lose or forget their masks.

- Post visual reminders in the spa about proper mask use. See CDC guidelines and visuals here.

- Inform guests of proper procedure for removing masks during treatment if needed, including communicating the need to the therapist or service provider, where the therapist or service provider will go while the mask is removed, etc.

**CONSIDERATION FOR GUESTS**

- If removal of facial coverings is permitted at any point during treatment, consider providing a sanitized receptacle (jewelry tray, single-use bag, etc.) for guests to store masks and other belongings.

- Alternatively, if guests are permitted to remove their facial covering when face down during a massage, offer them the option of placing the mask under their chest.

- Consider keeping single-use masks on hand for guests and staff whose facial coverings may become accidentally contaminated while in the spa.

- Does your spa provide reusable masks to guests or staff? The CDC advises laundering facial coverings after each use and provides guidance on how to properly care for a mask. See CDC guidelines here.

- If spa employees provide and/or launder their own masks, consider providing them with copies of the mask laundering guidelines at the link above

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*Be safe. Be well. Be strong.*

#ISPAStrong