

HIGHKEY BALANCE

Health & Safety

SCREENING

It's essential we know about the status of your health, so you'll receive an online form to be completed the day before your session. This form is mandatory to help us determine if you're eligible to book a session. To ensure no possible COVID-19 risk, at the beginning of every shift, our team will complete a short health screening, which includes a temperature check.

CHECK-IN

Please arrive for your session right on time, and not early, to keep any contact or crowding at minimum. Consider waiting outside or in your car if you're comfortable and weather permits. All clients are required to wear a mask upon entry. Please bring your own, preferably a mask with ear loops. If you have forgotten yours, the concierge will have paper masks on hand. ONLY fully vaccinated clients have the option to remove his/her face mask inside our suite.

CHECK-OUT

We will be disinfecting all hard surfaces and frequently touched objects after each client. At this time, we aren't accepting cash or debit card payments. We ask that you keep an active credit card on file at all times so our team can settle any payments in a contactless way.

SAFETY MEASURES

- ❖ All staff will be required to sign off that they are not ill prior to their shift and temperatures may be taken.
- ❖ All staff not fully vaccinated will be required to wear a face mask.
- ❖ We will be disinfecting all hard surfaces and frequently touched objects, such as chairs/light switches/handles/seats/sinks/reception desks constantly throughout the day and after each client.
- ❖ All staff are required to wash and/or sanitize their hands before and after each client.
- ❖ Hand sanitizer and soap are readily available, please wash your hands for at least 20 seconds after using the restroom.
- ❖ We have a dedicated housekeeping team who will be focusing on keeping the office and restrooms disinfected at all times.
- ❖ Everyone in the building will be required to wear a face mask.

If you have any questions on the above information, please direct them to the Studio Director at 202-558-7676