

Dear Valued Client,

We hope this message finds you and your family well. At Vivid Skin Rejuvenation, your wellbeing is our highest priority. **We want you to know that we are here for you in this time of stress.**

Among growing concerns about the COVID-19 Coronavirus, we want to check in with you and share some steps that we take every day to ensure that all of our customers and staff are in a healthy, clean, and tranquil environment.

- While all surfaces and products are regularly wiped down with a disinfectant, we have now taken extra precautionary measures to ensure everything is being wiped down multiple times throughout the day.
- After every session, all linens are removed and replaced. As part of our regular care, we take great precaution in ensuring that all linens are freshly laundered and that clean linens are stored in a closed cabinet.
- Our employees must thoroughly wash their hands with warm water and soap for at least 20 seconds before and after touching a client, cleaning any surfaces or treatment rooms (linens, products, etc.), and after using the restroom.
- We are monitoring the situation closely and have advised all employees that they should remain home if they are feeling ill or exhibiting any signs or symptoms of the illness. So far, we have not had any team members become ill.
- We kindly encourage all customers to wash their hands and/or use our alcohol-based hand sanitizer upon arrival.
- Additionally, we are adjusting our schedule to try to have only one client in the waiting area at a time. This will allow for less interaction and can continue to assist in the social-distancing we are all trying to maintain at this time.

For your safety and the safety of others, we kindly encourage you to stay home if you are feeling ill. If you have an upcoming appointment but aren't feeling well, please give us a call - we are happy to reschedule your appointment.

Please know that we will be here here through this difficult time and plan to continue to serve our customers in a clean and calm environment.

We are here to provide a sense of stress relief during this time of uncertainty, and hope that you will consider treating yourself to one of our wonderful spa services in the upcoming weeks. ***A massage is a great way to naturally boost your immune system and we encourage you to come in for a service.***

Thank you very much for your continued trust and patronage. Our thoughts are with you and we look forward to seeing you soon.

Warmest Regards,

Nataliya Georgieva
Owner of Vivid Skin Rejuvenation