



Nirvana Spa

Re-opening Safety Measures

July 2020

Nirvana Spa provides wellness, relaxation and rehabilitation facilities to support the physical and mental health of our customers.



Nirvana Spa is committed to the safe reopening of facilities for customers and staff. The purpose of this document is to confirm the preventative measures in place to mitigate the risk of transmission of COVID-19.



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Key Points

Our team

All staff have received enhanced COVID-19 training to ensure a greater awareness of the precautions needed. The staff understand what is required of them to safely run our spa and fitness facilities. In addition, our managers have received COVID-19 updated first-aid training. All staff will be provided with appropriate PPE and will be temperature screened ahead of their shifts.



Cleaning

We have invested in new equipment to deliver enhanced protection anti-viral products:

- The ICE MTech 75 D will be used to sanitise floors whilst the spa is closed.
- The ICE E-Spray gun will be used to distribute disinfectant solutions effectively in high contact areas whilst the spa is open.

Specialist chemicals will be used for optimum protection:

- **Control**, a powerful lytic agent, will be used for high level disinfection of all hard and soft surfaces, environments, equipment and air; it is effective for up to four weeks.

- **Sanosil**, a ready to use disinfectant, will be used for frequent cleaning in high contact areas including changing rooms and loungers. Sanosil inhibits germs after 30 seconds and provides protection for one hour.



Our housekeeping team will follow new, safe cleaning and sanitation processes across all areas and they will be especially vigilant around areas that are commonly touched.



Attendants will be stationed in all changing rooms to clean zones between customers and a token system will be used to ensure that loungers can be identified for thorough cleaning. In addition we have increased availability of disinfectant cleaning products for customers to use.

In line with new Government guidelines we have installed hand sanitation stations throughout Nirvana Spa.

Laundry

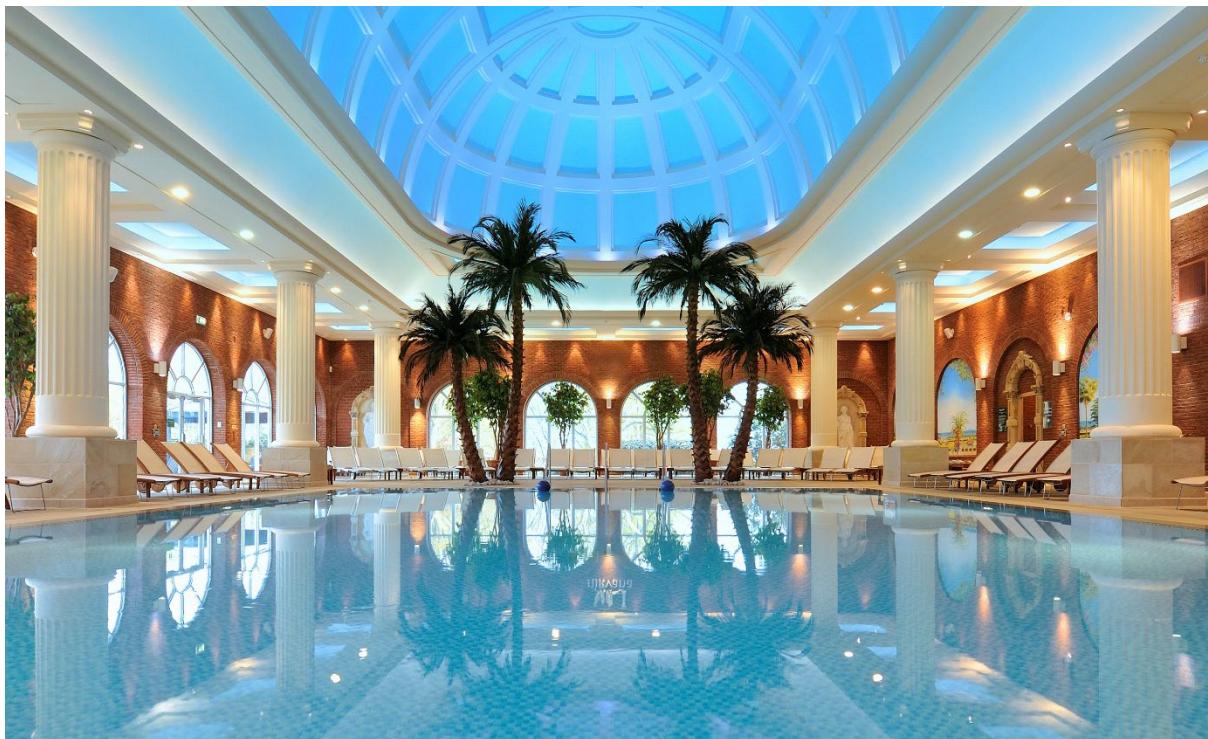
All spa linen is laundered on a thermal disinfection cycle which reaches 65°C for at least ten minutes. We use Sparenity detergents as recommended by the Spa Association.

Pools

Our pool disinfection systems benefits from world leading technology. Our UV disinfection system uses full spectrum UV light which means that in the normal course of business we maintain potable pool water. Our pool turnover rates are high as follows:

Pool	Cycle time minutes
Nirvana Pool	150
Roman Pool	120
Counter Current Pools	45
Celestial Pool	90
Small Float Pools	90
Dead Sea Salt Pool	90
Balneotherapy Pool	120
Outside Pool	60
Hydrotherapy Pool	45
Mini Spas	6

The current evidence states that with the correct balance between chlorine and PH, COVID-19 will be deactivated within 15-30 seconds. We have increased the chlorine levels in all pools to 2mg/l with a ph of 7.4. Our pools are fitted with digital dosing readers which are monitored by our maintenance engineers, we will also increase our pool testing from three times a day to every two hours to ensure the levels are optimised. Our pool water is subject to a bi-weekly micro-biological testing regime which is double the regulatory requirement.



Swim England recommend that bather loads should be calculated to allow for 6m² per person. We have set our bather loads significantly lower than this. We allow up to 9m² per person in pools where customers sit and relax and up to 32m² per person where customers will swim. We have also removed lane ropes and non-essential items from pool areas including floats.

Pool	Dimensions m ²	Maximum bather load at 6m ² /person	Nirvana Spa restricted capacity	Nirvana Spa m ² /person
Nirvana Pool	160	26	5	32
Roman Pool	150	25	5	30
Five Counter Current Pools (each)	8.9	1	1	9
Celestial Pool	57	9	4	14
Individual Float Pools	4.6	1	1	5
Dead Sea Salt Pool	150	25	8	19
Balneotherapy Pool	177	29	18	10
Outside Pool	60	10	9	7
Hydrotherapy Pool	140	23	16	9
Mini Spas	3.7	1	1	4

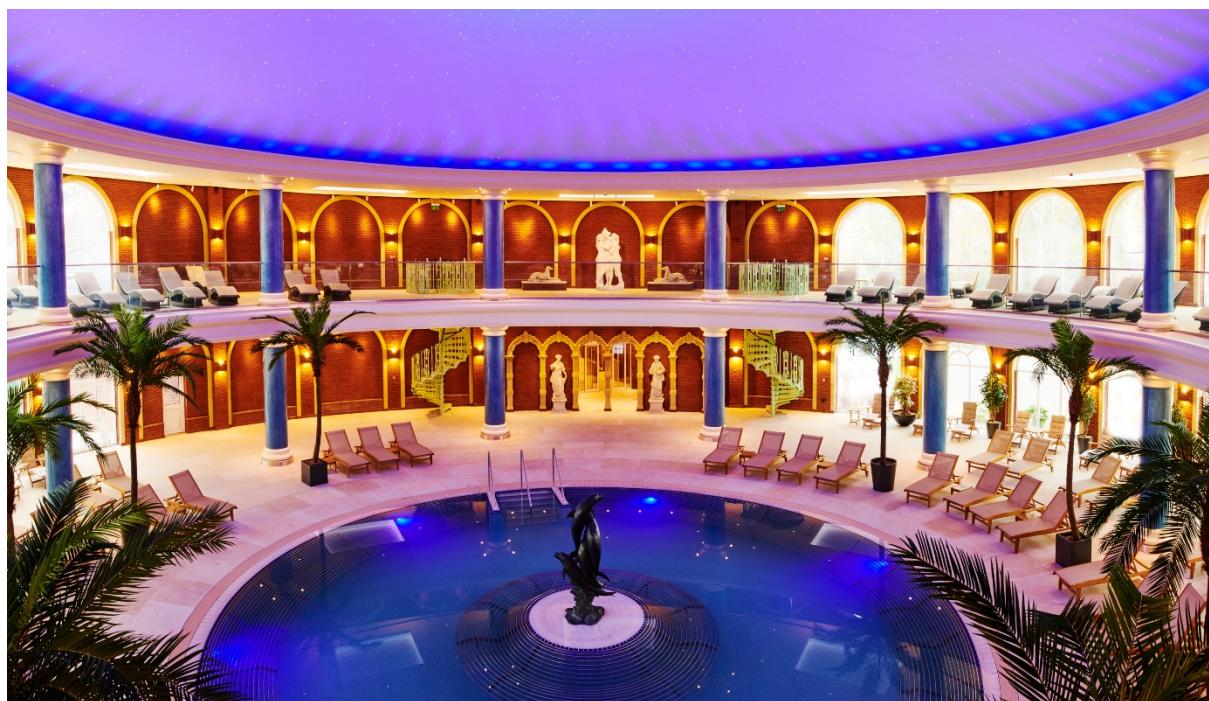
Unlike regular spa / Jacuzzi pools we use a centralised purification system and fresh water is constantly delivered to our spa pools. Turn over time for these pools is ten minutes. To

reduce the risk of aerosol transmission, surface jets will be turned off in the hydrotherapy pools.

Air handling systems

Our air handling systems are bespoke manufactured by Heatstar and employ world leading, smart technology. The systems will run on 100% fresh air with no recirculation and achieve exceptional air change rates. The full volume of air in each room is replenished at least every six minutes. Air changes per hour are documented below:

Area of the spa	Fresh air cycles per hour	Full volume of air in the room replenished in minutes
Nirvana Pool	10	6
Roman	10	6
Colosseum	10	6
Nirvana Fitness	10	6
Hydrotherapy Pool	14	4.3
Celestial Pool	14	4.3
Dead Sea Salt Therapy Pool	14	4.3
Tepidarium	10	6
Changing Rooms	10	6



The customer journey

Occupancy / booking

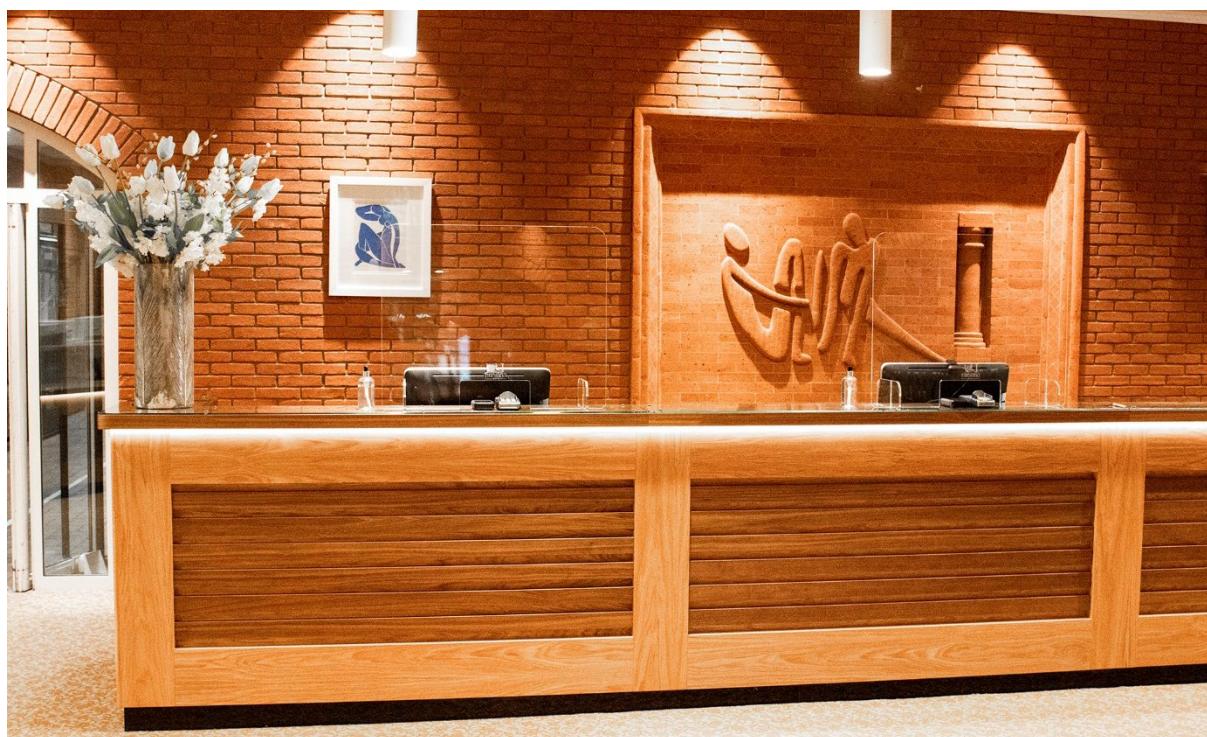
Social distancing is a top priority and we have lowered the levels of occupancy in the spa to ensure everyone is able to keep a safe distance from each other. We will restrict numbers to 150 customers spread across the 200,000 square ft. of facilities. We will require members to book their visits in advance and members will be given staggered arrival times. All customers will receive an email ahead of their visit to alert them to the changes in procedures and to highlight the safety measures they must adhere to.

Track and trace

Our CRM system combined with our booking and check in / check out procedures will allow full track and trace capability should this be required by the authorities.

Reception

We have made changes to our reception areas and check-in and check-out process to reduce contact where possible. Our members will be allocated an arrival time and instructed to use different entrances to ensure that reception areas do not get busy and social distancing is maintained. On arrival all customers will be expected to sanitise their hands with the gel provided.



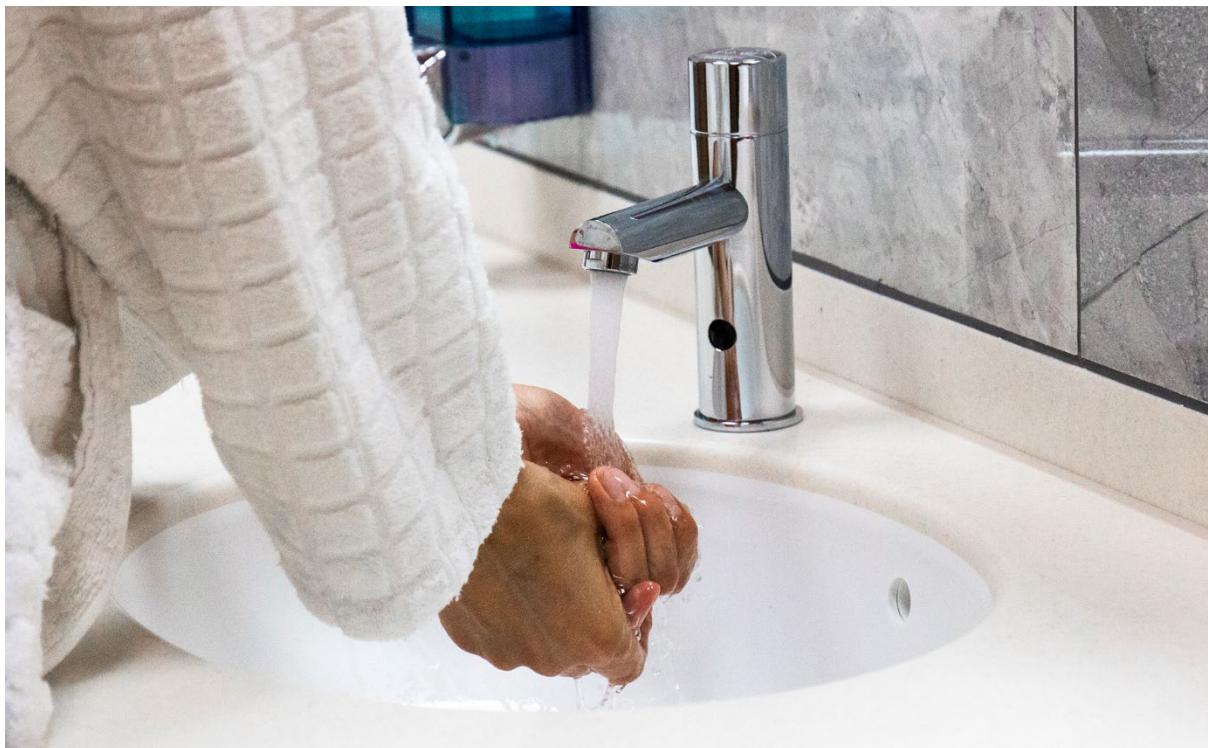
Members will be encouraged to minimise interaction with staff at reception by using their membership card to access facilities. Social distance queuing systems and perspex screens have been installed for protection in key areas. We will encourage all purchases to be charged to account but if a customer prefers to settle their bill we will ask them to make a contactless card payment.

Changing facilities

We will require all customers to sanitise their hands before entering the changing facilities and to wear a mask and appropriate poolside footwear. With 11 separate changing facilities and over 1000 lockers available social distancing will be straightforward, even whilst changing. We have devised a new changing system to ensure that customers can change alone in designated areas which will be cleaned between users. Customers will be directed to a changing zone and locker by the attendant on duty. If a changing room is busy customers will be asked to use alternative facilities or wait for an appropriate time to change.



To minimise the risk from contact we have installed sensor taps and sensor flush mechanisms in bathrooms.

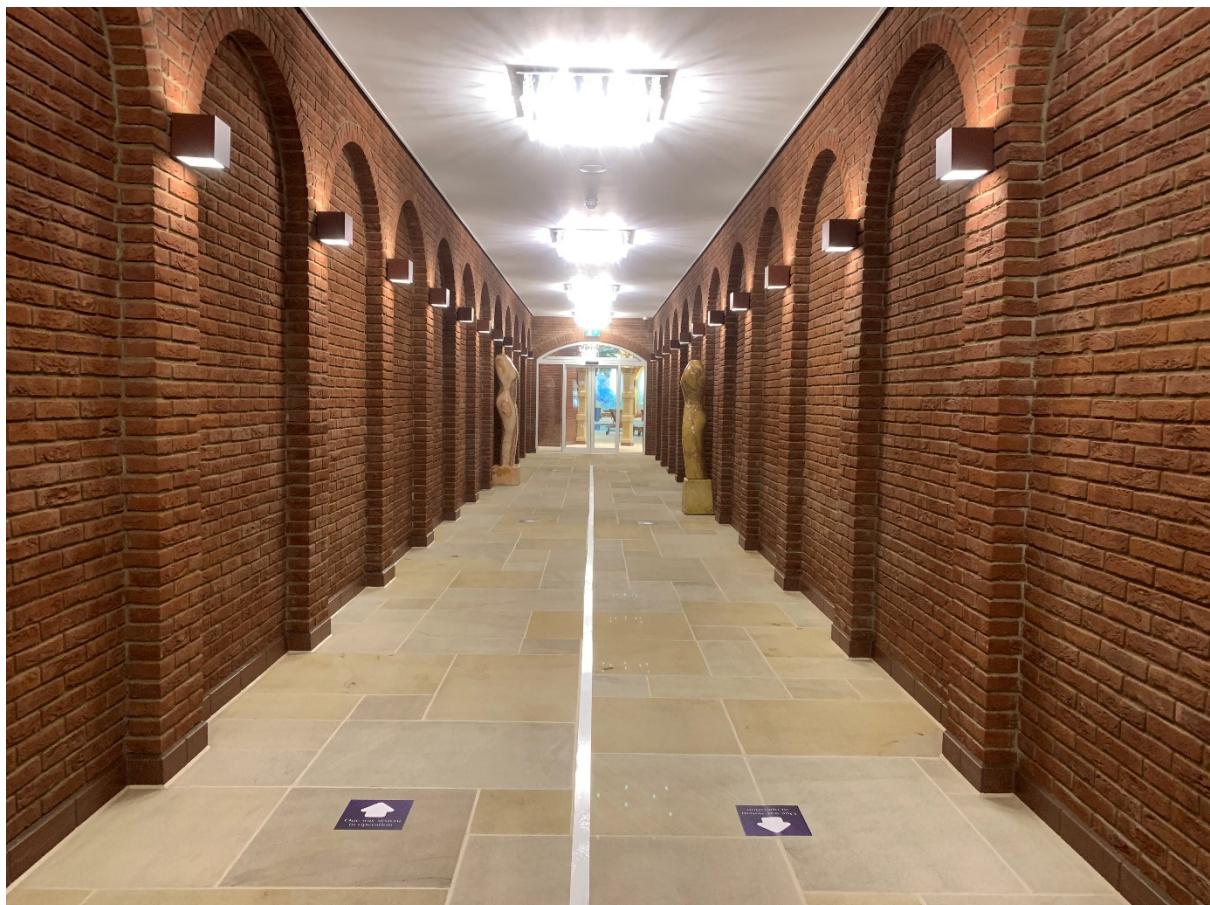


Hand dryers, hair dryers and hair straighteners have been removed from operation to minimise the risk of contamination. We recommend customers bring their own towels and robes.

Moving through the spa

Members will be asked to use a specific entrance and we have created alternative exits to ensure social distancing can be maintained in reception areas.

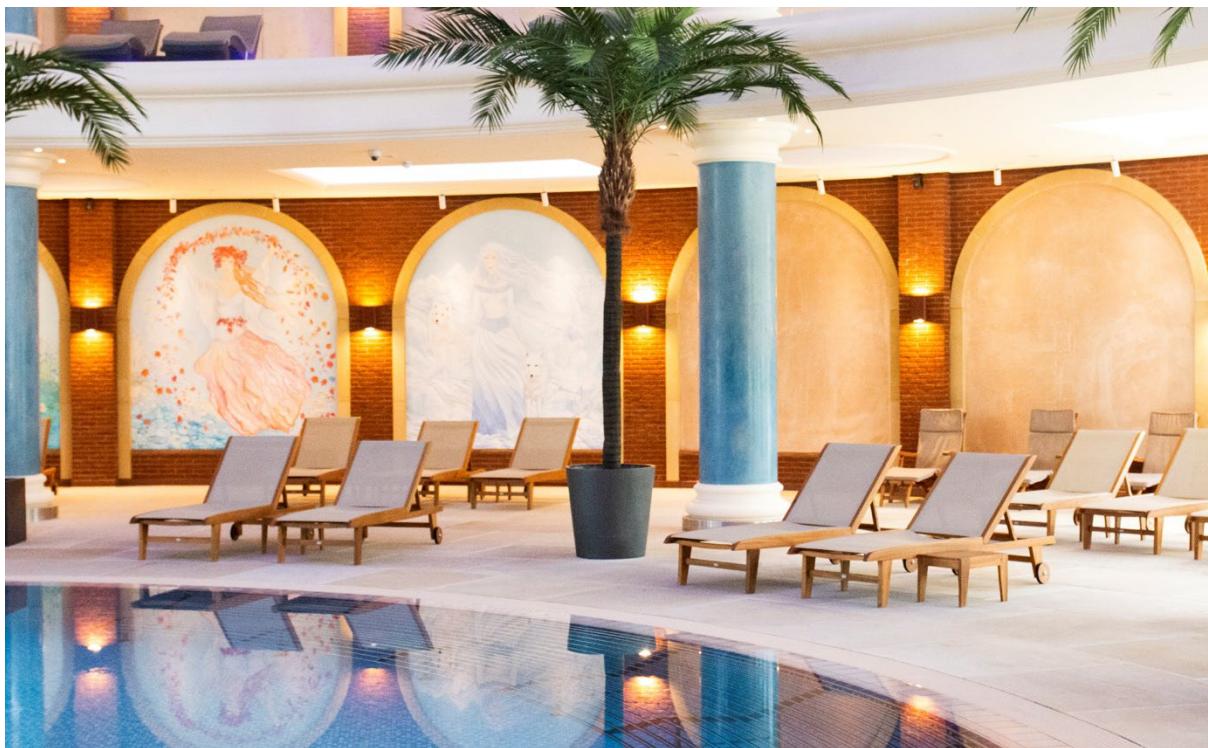
We have introduced a one way system through facilities and in corridors customers will be asked to keep left with tape and stickers placed as reminders.



To minimise contact, doors will be propped open where possible. If a fire door is propped open it will have been integrated into the fire protection system to release automatically in the event of a fire.

Loungers and seating

We have spaced our loungers and seating throughout all areas of the spa to facilitate 4m social distancing wherever possible. As a minimum social distancing will always be possible in excess of the Government guidelines.



We have replaced the soft furnishings in the lounge with furniture which is easy to clean.



Spa facilities

During the first phase of reopening the Wellness Suite will remain closed. To provide an alternative for customers wanting a massage, we have invested in two hydro-massage beds which will be installed in individual rooms. To encourage customers to spread out across all facilities, we have removed the additional charge for access to our rehabilitation pool.



Customers who usually enjoy a relaxing treatment will be encouraged to try our individual floatation pools.



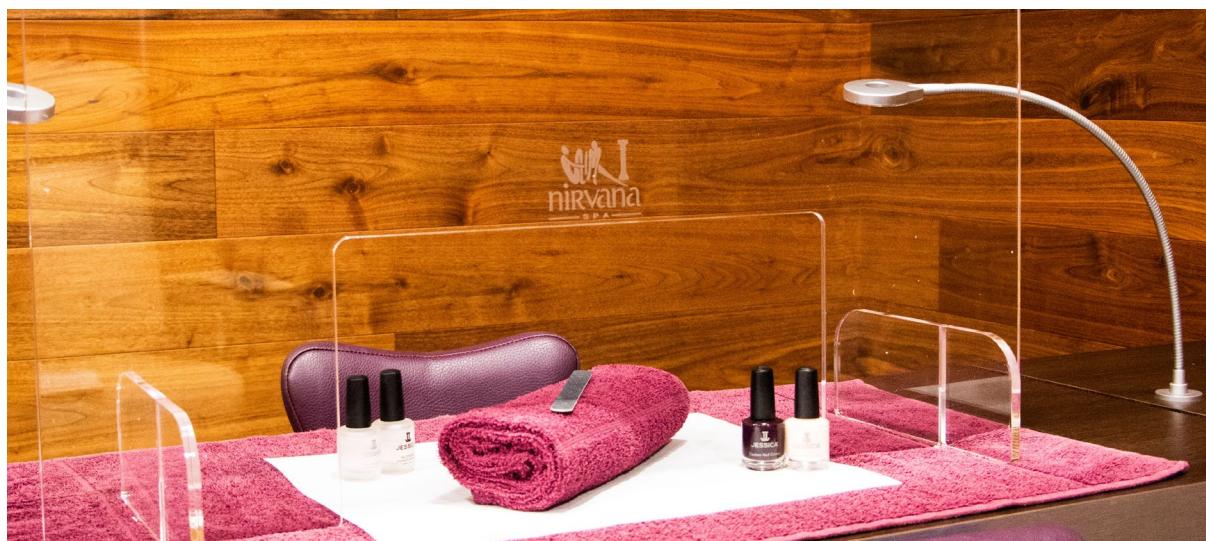
Each facility is subject to reduced capacity and new operating procedures including some time restrictions. Signage is displayed next to each facility to explain the new guidelines.



Treatments

We will be offering a carefully selected menu of treatments in line with government guidelines. Therapists will be provided with the correct PPE to undertake treatments safely. Therapists and guests will be required to sanitise their hands before and after a treatment. Our treatment rooms will be thoroughly cleaned between customers.

To provide an alternative for customers wanting a massage without contact, we have invested in two hydro-massage beds which will be installed in individual rooms.



Dining

All food and beverages will be offered in compliance with the Government guidelines with staff wearing the appropriate PPE and menus available online and on boards only. Customers will be asked to make their dining reservations in advance of their visit and will be able to browse the menus online. The Spa Restaurant will be serving a seasonal, a la carte menu and we will be offering poolside refreshments, the buffet will not be available.



Customers will be able to order snacks and drinks to their lounger using the new poolside service, there will be no option to queue at the bar. All items should be charged to account.

