

During these past months of uncertainty and change, we have been looking forward to the day when we can welcome all of you our guests back to Oasis Beauty. We are very excited to be able to welcome you back in our salon again! And we are operating based on the reopening guidelines established by our local authority.

Our priority has always been to bring an unparalleled safe experience of healing and rejuvenation to our guests, and our resolve is stronger now than ever before. Our team has been working hard to raise the bar of hygiene and sanitation, as well as considering every step of treatment processes to ensure we meet your needs in a focused and safe manner that is in accordance with government guidelines.

Here are some tangible ways we have increased our efforts to guarantee guests and employee safety:

- We will no longer shake hands, but we will welcome you with a smile
- Please do not arrive early, but of course not too late. Preferable just before the appointment starts
- Please come alone
- Your therapist will wear a mask during your treatment as an enhanced safety measure
- Please note the access of changing room is restricted
- Please use the opportunity to pay for your treatment and gratuity in advance to allow for a touchless payment transaction

To keep our guests and employees safe, we ask all guests to:

- Refrain from visiting the salon if you or a household member have a fever, COVID-19 symptoms or a communicable illness. Please contact us in advance prior to your appointment regarding to that matter.
- Refrain from visiting the salon if you are under an isolation or quarantine order / directive
- Respect the salon's sanitation and hygiene standards and processes posted within the salon and shared by employees
- Wash hands prior to beginning each treatment / service
- Share special sanitation or hygiene requests prior to arriving at the salon

Please note:

- We have the right to refuse providing the treatment to clients showing Covid-19 symptoms or a communicable illness
- If you feel unwell ahead of your appointment, please contact us to reschedule your booking 24-hours in advance
- All clients will be asked to fill in a short Covid-19 survey before attending the clinic, sent via email prior to their appointment
- Face cover is mandatory when entering the salon as well as during your visit in our salon, with the exception of the face treatments and massages. If client doesn't have the own face coverage, the face mask could be purchased before the treatment directly in our salon – subject to availability
- A maximum of 3 clients may be in the same time in the reception area with a distance of 1 -2 meters

- Please try to touch as few door handles, table surface and chairs as possible with your hands
- Magazines have been removed from the salon, but of course you can bring for yourself your own
- Please note brochures are kept on the reception desk, please ask for the brochure you need
- We encourage clients to book appointments online as much as possible here [BOOK ONLINE](#)
- All clients will be asked to fill in a short Covid-19 survey before attending the clinic, this will be included in your booking confirmation email

There are no changes to our refund policy at this time. All sales are final and any treatments or courses purchased are non-refundable. However, we will prioritise bookings for clients who have been cancelled during this current period.

Additionally please note we did our best to maintain our prices on the same level after the Covid-19 reopening so we needed to add a very small Covid-19 fee of €2 to cover some of the many extra additional steps we took in place.

We thank you for your understanding and cooperation on the above necessary measures in advance. Your safety is our absolute priority and we will still endeavor to deliver the best service possible with no compromise on quality, despite these extra health and safety measures being in place.

Finally, we would like to thank all our clients for the overwhelming support in recent weeks which has really helped us to remain optimistic during this difficult time.