



## Policy for Checking in Patrons for Salon and Spa Services

With the soft opening of student salons and spas starting Monday, June 8, 2020, Sunstate Academy would like to have our patrons rest assured that we are meeting what is required by Governor DeSantis' directives, guidelines from the Centers for Disease Control, and the Department of Business and Professional Regulation. We require that any student/client that performs or receives a service in our salons or spas must wear the appropriate Personal Protective Equipment (PPE) and participate in the appropriate screening process. Following, please find procedures that must be adhered to:

- A temperature check will be administered at the reception desk. Any student/patron with a temperature reading above 100.4 F will be asked to vacate the premises and invited to return on a later date.
- All patrons are mandated to wear a face covering. Exceptions are facial services and massages while on the table.
- All students, faculty and staff will use face coverings at all times while on the clinic floors including massage treatment rooms.
- Each patron must complete the COVID Questionnaire and execute the Waiver & Release of Liability. Failure to do so will result in cancellation of the appointment.

Sunstate Academy is now accepting patrons by appointment only, and we want to take this opportunity to guide them through that process. Appointments can be made via call, text, or email to the Clearwater and Fort Myers campuses by using the following methods:

- Telephone      Clearwater: 727/538-3827  
Fort Myers: 239/278-1311
- Text              Clearwater: 727/300-6610  
Fort Myers: 561/692-3189
- E-mail            Clearwater: [reception@sunstate.edu](mailto:reception@sunstate.edu)  
Fort Myers: [receptionist@sunstate.edu](mailto:receptionist@sunstate.edu)

To make an appointment the following information must be provided to the Reception Staff:

- Client Name
- Client Phone Number
- Student Name

Patrons will receive confirmation of their appointment booking. It is important to note when booking an appointment, a 15-minute window has been set aside to ensure the workstation or treatment area has been thoroughly cleaned and sanitized.

Just like many things are different in your life, things are different for us! Our patrons are now expected to:

1. Schedule an appointment
2. Receive confirmation of appointment.
3. Arrive on time
4. Bring and wear their own mask/face-covering
5. Pass a temperature check
6. Execute a COVID Questionnaire and Waiver & Release of Liability
7. Complete their service with product recommendations
8. Complete the transaction
9. Book their next appointment

Should you have any questions or concerns, please see any Sunstate Academy employee. We look forward to seeing you soon!