



Health & Safety Operating Procedures

At the Waldorf Astoria Chicago Spa & Health Club, the health and safety of our guests and team members is our highest priority. As part of our response to this health emergency, we are offering a limited selection of spa services and requiring all spa guests to submit to a temperature check as a condition of entry to the spa. Given the close proximity between our guests and team members during spa treatments, we believe this is critical to prevent the spread of the virus. We also require our spa team members to submit to temperature checks and symptom screening before they enter the spa each day. We have developed a protocol to minimize the information collected and shared as a part of this process. Additionally, we are applying the same safeguards to protect this information as we have in place for similar categories of data. If you are exhibiting a fever or any of the symptoms consistent with COVID-19, the spa will decline to go forward with your scheduled appointment. You will be required to isolate in your guestroom and seek medical attention prior to accessing any other public areas in the hotel.

In addition, please note the following additional measures that are being taken to ensure your safety:

- We have made our cleaning and hygiene protocols even more rigorous, including additional time between services for sanitation and the removal of all shared items.
- We have taken additional measures to comply with physical distancing requirements, including the staggering of appointment times and spacing of seating areas.
- Spa Team Members are required to wear a face covering at work in accordance with the Centers for Disease Control (CDC) and World Health Organization (WHO) guidelines.
- Spa guests are required to wear face coverings at all times, during spa services and in all public areas of the hotel and spa.
- The showers in both locker rooms and all heated amenities are closed at this time.
- Upon arrival, you will be greeted in the reception area and escorted directly to treatment room or to a locker to change into robe and slippers.
- We ask that you arrive 10 minutes prior to your appointment start time.
- We ask that you wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that has been provided in the spa.

We trust that you understand and appreciate the need for these protocols to protect you and our other guests, as well as our team members.

Note: If the temperature reading is 100.4° F (37.8° C) or above, you are considered to have a fever for purposes of a COVID-19 assessment. In case of a positive result, you will be isolated and given an opportunity to cool down and a second measurement after approximately 10 minutes will be done.