



Complete Wellbeing COVID-19 Procedures and Protocols for Clients

We continue to be here for you, and your comfort and safety is our priority.

Sickness

If you are experiencing any cold, flu, or COVID-19 Symptoms, do not attend your appointment. There will be no charge for last minute cancellations as long as you provide at least 3 hours notice.

Masks

Masks are no longer mandatory inside the clinic. If you are more comfortable wearing a mask please do so. We can provide you with a disposable mask free of charge if needed. Should you prefer your practitioner to wear a mask during your treatment please let them know and they will be happy to do so.

Payment

The payment terminal now has touchless / tap enabled for both credit card (up to \$250.00) and debit card (up to \$100.00). Payment may be taken upon arrival to reduce the number of visits you need to make to reception.

Sanitization

We continue to carry out enhanced cleaning and sanitizing of treatment rooms using Health Canada approved disinfectants between every client and increased the regularity of cleaning and sanitizing in public areas.

Scheduling

Our providers' schedules have been amended to allow enough time between clients for enhanced cleaning and sanitizing.

Limiting Contact Within the Clinic

Arrive no earlier than 5 minutes before your appointment and only bring another person to your appointment if they are essential for the treatment process or to facilitate your entry / exit from the clinic.

We have set up our waiting area to allow for physical distancing.

**We will continue to monitor the requirements and
update our policy in line with any changes.**

We appreciate your help and understanding during this time.