



COVID-19 Re-Opening PlayBook

Urban Allure guidelines for cleaning and disinfecting

We are in this together.

As we think about the future of health and wellness, we recognize that we are all part of a larger community of organizations, cities, and individuals taking immediate, necessary steps to care for our well-being.

While distancing may be a part of our new normal, self care remains more important than ever. It is vital to our health to have a safe place to relax, recover and feel our best self.

That's why we are enhancing our spaces and services to protect the well-being of our Urban Allure community— ensuring our clients and employees can continue to practice a healthy lifestyle together.

We also need the help of our members to guarantee a safe environment by respecting each other's space and following our new "House Rules for Health" initiative. We thank everyone in advance for being a part of our team.

***We have been here for you for the last 15 years
and we will be here, when you are ready.***



Enhanced Standards



Urban Allure is providing a heightened level of cleaning and disinfecting systems, limiting capacity within our salon and spa, and educating and enforcing a safe environment for our community.

We have aligned our standards with guidance from the CDC, WHO, and local government and they have been reviewed by our local wellness partner, Capital Health and the U.S. Surgeon General.



Preparing for a new health club environment.

We are making space and service updates to maintain hygiene, safety and physical distancing best practices in three ways:

Increased sanitation



We've implemented heightened cleaning measures to ensure the health and wellbeing of our employees and members. We are disinfecting equipment more frequently, creating sanitation stations to provide easier access to sanitation products to our members and using technology to improve our overall cleaning, sanitation and disinfection strategy.

Prioritizing personal space



By limiting the amount of members in the club, while taking advantage of the size of our facility, various exercise formats will be accommodated while respecting personal distancing throughout the club according to the guidance of the state and local government.

Behavioral signage + enforcement



"Cleaning is the new cool down" will be the new normal in our club. We have upped our cleaning game and need our members' help to keep our facility clean and sanitized for each other. Our "Clean Club" team of employees will reinforce this new member code of conduct while performing their continuous clean shift. We will also have strategically-placed signage to serve as friendly reminders that the wellbeing of our community depends on all of us to do our part.

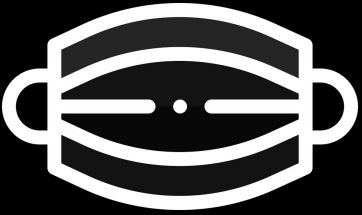
Appointments



In order to maintain proper social distancing, Urban Allure is limited to 50% capacity.

- Clients will be required to make an appointment in order to be serviced
- Must be made 48 hours in advance
- Limited number of appointments available daily
- On a first come, first served basis
- No walk-ins
- A 15 minute gap must be scheduled between all salon appointments and a 30 minute gap will be scheduled between all spa appointments to allow for proper cleaning and disinfecting of area and supplies
- No congregating in the waiting area

Safety Guidelines



Masks and Gloves

- Client and stylists are required to wear masks during the service due to unavoidable close contact
- Stylists may also wear face shields that are available to them
- Stylists are encouraged to wear gloves when physical contact is not able to be avoided

Increased Sanitation



Knowledge is power. We want our members and employees to know they are safe in our club. For us to ensure their safety, we must understand the difference between effective cleaning, sanitizing and disinfecting. This will now be a vital part of each team member's position. Being able to distinguish between these methods and implementing them effectively will help us kill viruses, such as COVID-19 and prevent its spread.

☒ Clean

What it does:

Removes soil, dirt, and debris from surfaces. It does **not** kill microorganisms.

What products do you use?

Soaps, detergents, water and microfiber towels to physically remove soil, dirt, and debris from surfaces.

Why clean?

Cleaning **lowers the count of germs by removing them** from a surface, not necessarily killing them.

☒ Sanitize

What it does:

Kills a high percentage (99.9%) of microorganisms on surfaces.

What products do you use?

Heat (i.e. steam, hot water, and hot air) and requires at least 171° surface contact or an EPA (Environmental Protection Agency) registered product with specific contact time to kill microorganisms on surfaces.

Why sanitize?

Sanitizing **reduces and kills the amount of germs** on a surface to a safe level recognized by the EPA, but it does not eliminate the occurrence and growth of bacteria, viruses, and fungi.

☒ Disinfect

What it does:

Kills a higher percentage (99.999%) of microorganisms on surfaces.

What products do you use?

Disinfecting uses an EPA registered product with specific contact time (1-10 minutes, depending on the chemical) to kill harmful microorganisms, like bacteria and pathogens on surfaces.

Why disinfect?

Disinfecting reduces and kills the amount of germs on a surface to a safe level recognized by the EPA, **and reduces the occurrence and growth of bacteria, viruses and fungi.**

Enhanced Products & Technology



Sanitation Wipes

GymWipes Antibacterial to clean, deodorize, and kill bacteria, viruses, and fungi on all surfaces and equipment.

Hospital-grade Disinfectant

Hospital-grade disinfectant has always been a staple of the NAC's cleaning protocol. We recently upgraded to Hi-Con PF which is on the EPA list to kill viruses, including COVID- 19.

MYSHIELD Surface Solution

Made with a patented product, Zetrisil. Zetrisil is a patented product with a formula that instantly kills and has a 99.9999% broad spectrum kill against bacteria & viruses, with the additional benefit of a persistent kill up to 28 days per application.

Enhanced Products & Technology



Electrostatic Sprayer

Electrostatic sprayers patented technology provides an electrical charge to solutions, allowing them to wrap conductive surfaces with an effective and even coverage. Double-charged particles envelope all conductive surfaces – shadowed, vertical and underneath to provide a 360 disinfectant without touch.

Nanoseptic Self-Cleaning Wraps

Powered by light, Nanoseptic surfaces utilize mineral nano-crystals which create a powerful oxidation reaction. Working 24/7, the surface continually oxidizes organic contaminants. Unlike traditional disinfectants and cleaners, the Nanoseptic surface uses no poisons, heavy metals or chemicals, and nothing is released from the surface since the nano-crystals are molecularly bonded to the material.



Safety in your favorite spaces.

As we navigate the evolving realities of COVID-19 and the re-opening of our Salon and Spa, we are looking ahead to what the future may look like for us. Our teams are working tirelessly to be ready for whatever comes next, but we will continue to update and change based on the direction provided by the CDC and federal, state, and local government. Amenities and programs will depend on their guidance.

We appreciate your help and understanding as we continue to strive to be better than we were yesterday. That's our promise to you.

We'll see you at Urban Allure

New Hours

We are re-opening Thursday, June 25, 2020!

Sunday	9am – 4pm
Monday	9am – 8pm
Tuesday – Thursday	8am – 9pm
Friday	8am – 8pm
Saturday	8am – 6pm





We can't wait to welcome you home.