

## AT ASAYA WE CARE

The health and safety of our guests and associates are of the utmost importance. In light of the current situation, the following requirements are in place to ensure the well-being and safety of both our guests and associates:

- Every Rosewood Hong Kong and Asaya associate would conduct the COVID-19 rapid test and report duty upon receiving a negative result daily.
- Asaya will provide a COVID-19 rapid test kit for every Asaya guest to perform the test in a designated and sanitised private space upon arrival.
- All guests are required to use the LeaveHomeSafe app and share their Vaccination QR code for scanning and recording upon arrival.
- Facemasks are worn at all times except during a facial treatment.
- All guest-facing associates have received their COVID-19 vaccines.

### Arrival

For a more comprehensive journey, you are invited to arrive **45 minutes** prior to your appointment time to complete the consultation for your treatment and to start your wellness experience with us.

### Hygiene Measures

As we begin to adapt to a new normal around the world, your well-being continues to be our absolute priority. In response to the evolving COVID-19 situation, we have introduced Commitment to Care, our new global health and safety program that will offer heightened standards for hygiene and cleanliness at all Rosewood properties worldwide. Under this initiative, we have implemented intensified cleaning and safety protocols, working in accordance to guidelines issued by Hong Kong Government and the World Health Organization (WHO). For a comprehensive overview of the Commitment to Care health and safety protocols, please click [here](#). We have introduced health and wellness checks for all associates, emphasising on the importance of good hygiene, using personal protective equipment and abiding by the latest health and safety guidelines. We advise guests to maintain the highest levels of personal hygiene as well by:

- Regularly washing hands with soap and water for at least 20 seconds
- Supplementing hand washing with an alcohol-based hand sanitizer
- Wearing a surgical facemask and protective eye wear during treatments
- Avoid touching eyes, nose and mouth

### Facility Updates

Our wet facilities are currently closed due to guest safety measures.

### Cancellation Policy

We understand that occasionally unexpected commitments may require you to reschedule. If so, kindly contact us at this email address or at 3891 8588 at least 12 hours before your treatment time to avoid cancellation charge.

Cancellation or rescheduling within 12 hours, or a no show will incur 100% charge.

Late arrivals will be subject to a time reduction from the scheduled treatment.

@AsayaHongKong #FindingMyAsaya #AsayaHongKong #AsayaWellness

asaya