

OUR COMMITMENT TO SAFETY AND WELL-BEING



Chuan Spa at The Langham, Chicago is dedicated to the safety and well-being of its colleagues and guests. To demonstrate our commitment, we have incorporated changes, in alignment with local and federal recommendations, to contain the spread of COVID-19. We are unable to accommodate anyone who has been overseas or traveling from US states experiencing a surge in new COVID-19 cases, within 14 days of a spa visit. We sincerely regret the inconvenience caused.

PHYSICAL DISTANCING AND WELLNESS

- Temperature screenings are required to enter the hotel and the spa.
- Face coverings must be worn at all times, except when swimming in the pool.
- Proper social distancing measures must be observed at all times.
- Saunas, steam rooms and the hot tub will remain closed until further notice per city of Chicago guidelines.

ENHANCED SANITATION

- Front-of-house and heart-of-house high-touch areas are sanitized, at a minimum, hourly and noted on a checklist.
- Guest contact areas (such as registration and check-out) are sanitized after each interaction.
- Hand Sanitizer is available in all public areas, treatment rooms, fitness center and pool areas.
- A Victory Electrostatic Sprayer, known to kill 99.9% of bacteria, is used to sanitize all public spaces.
- An Air Purification System is installed in each guest elevator—resulting in a purification efficiency and sterilization/disinfection of at least 99%.
- PPE in the form of gowns, gloves and face masks is available for departmental use, based on established protocols.

CHUAN SPA

- The maximum time allotted for a spa visit is three hours, so we may sanitize the space and maintain a safe occupancy level.
- At this time, Chuan Spa at The Langham accepts payments in the form of a room charge, gift card, or credit card. Cash is not accepted at this time.
- Facial services have been suspended until further notice per city of Chicago guidelines.
- We are unable to accommodate walk in guests at this time.

FITNESS CENTER AND POOL

- We have a maximum workout and swim time of one hour, so we may sanitize the space and maintain a safe occupancy level.
- Wipes will be provided to sanitize equipment before and after each use.
- Pool and hot tub water are tested to ensure proper chemistry.

Prior to your visit, please review our wellness guidelines [here](#). If you answer, “No,” to any of the statements, we request you reschedule your visit to Chuan Spa at The Langham. View the full list of wellness measures at The Langham, Chicago [here](#).