



SERENITY

Spa ~ Hair ~ Café

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Customer Service Standards

Notice Of Temporary Disruptions

Serenity Spa, Hair & Cafe will provide notice to employees and the public when there is a temporary disruption of facilities or services (planned or unexpected) that are usually used by persons with disabilities.

Where a service disruption is unavoidable Serenity Spa, Hair & Cafe shall:

- Post a notice at the location
- Provide advance notice, where possible, to all building occupants and/or affected participants using phone lists, email distribution lists, website, and internal signage

All service disruption notices will include:

- Name of the service/event impacted
- expected duration of disruption,
- any alternate means of accessing the facility or service,
- who to contact for assistance, and
- any other relevant information for accessing the facility or service