



We are looking forward to welcoming you to the hotel and take pride in offering our spa facilities. The health and safety of our visitors and employees is of paramount importance, so in preparation for your visit, we are adopting the following precautions and ask that you please take note of these ahead of your arrival.

### **Using the Country Club Facilities**

Please check in at reception before starting your session.

Our swimming pool's maximum capacity is 25 bathers. Please be aware that spectators are included as part of the maximum capacity and should be limited to just one adult to oversee children aged 7 or over.

Under 7's need one adult per child swimming.

Prior to using our gym, you will need to complete a disclaimer with our Country Club team.

We recommend pre-booking a tee-time for golf. No other activities need to be pre-booked.

Equipment is available to hire for Golf, Tennis and Table Tennis.

Children swim times are between 10am and 12pm, and 4pm and 6pm (for children under 12).

Under 12's are not allowed in the spa bath.

Please shower before swimming. We can supply bathrobes and flip-flops upon request, which can be collected from the reception area. Towels are available in the changing rooms. Lockers are available on a complimentary basis, using a digital lock system.

Access to the spa facilities is complimentary for resident guests.

Our reception team can provide access to a wide range of digital newspapers and magazines, to be viewed on your own device. Please ask for the QR code.

### **Spa Day & Treatment Policy**

Treatments should always be booked in advance to avoid disappointment.

Please arrive 15 minutes before your appointment time to get into bathrobe, for face and body treatments, and for completion of the consultation form if not already done online. If you are late for your appointment your treatment time may be reduced.

Please use the cloakrooms before your therapist collects you for your treatment, as if you need to do so once you have been collected, this may affect your treatment time.

We kindly request that you have a shower before your treatment and after if you are using the spa facilities.

We recommend using the facilities prior to your treatment, to allow the products used to have maximum absorption.

Please do not attend for a treatment whilst wearing wet swimwear.

The relaxation room is available with complimentary herbal teas and water – this is available for guests who have booked a treatment only.

Please do not attend your appointment if you have a cough, cold, or any flu-like symptoms, including a high temperature. We cannot treat clients with conditions such as cold sores, fungal conditions herpes simplex, open wounds, healing incisions, verrucae or recent sunburn. Please speak to a therapist for advice.

Please do not attend for a treatment, whilst under the influence of alcohol, if a treatment cannot be carried out due to alcohol consumption you may still be charged for your treatment.

To encourage full relaxation for yourself and other guests, we would ask that you turn your mobile phones off.

We reserve the right to terminate the session if a client speaks or acts inappropriately.

For Spa Days and Treatments, full pre-payment is required at the time of booking and is non-refundable. You can reschedule a Spa Day up to 7 days prior to arrival, or treatments at least 72 hours in advance. Your new date must be within 3 months of the original booking and may be subject to additional charges.

All prices include VAT at the prevailing rate and are subject to change. A discretionary 12.5% service charge will be added to all services and shared among the team.

We look forward to welcoming you soon. If you have any questions prior to your visit, please do not hesitate to contact us on 01342 824988.