



## Visiting Ashdown Park for a spa day

We are looking forward to welcoming you to the hotel and will take pride in offering our spa treatments.. The health and safety of our visitors and employees is of paramount importance during this pandemic 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.

- On arrival you will need to scan yourself in using a Smart;phone for track and trace. You will need to do this again twice, on entering the Brasserie and going into the treatment room.
- We may not always be able to schedule appointments to start at the same time to allow for social distancing in between treatments.
- Full payment of Spa day is required upon booking, this does not include the discretionary 10% Service Charge. This is to be settled on departure. We will not be accepting cash at this time. (Non residents only)
- Please arrive at your appointed time and not any earlier as we will not have a designated waiting area. We will not be able to provide you with any welcome drinks but you can get tea and coffee from the Bar complimentary during your package time. The Bar is open 10-4. Please make sure any additional extras are settled before 4pm.
- We will be delighted to meet you but please do not be offended when we refrain from shaking hands on your arrival.
- You will be required to use one of the many hand sanitising station upon arrival and departure.
- You will have a Chair reserved for your package time in our New Relaxation area. Please leave the reserved sign on your chair when you depart this area so we can sanitise before another guest can use.
- On your way to the treatment room we will lead the way at all times opening all doors as we go. These touch points are sanitised regularly so you may see people cleaning during your visit. This is for the health and safety of us all.
- Your treatment room will be sanitized in between each guest with windows open to allow the flow of fresh air into the room. Frequent touch points outside of the treatment room will be cleaned regularly
- Please do not enter the pool before your designated time as we need to clean in between the hourly sessions. You will have one 45 minute session.
- If you would like to use the gym please advise on booking as this needs to be pre booked and you can have one 45 minute session.



- All staff are taking personal hygiene seriously by following Government guidelines and industry protocols. To avoid catching germs, the Therapists will be wearing a face shield, face covering, a disposable apron and when suitable disposable gloves when social distancing is not possible. We ask that the social distancing rule is respected throughout your visit.
- We will provide you with a sport water bottle; this can be topped up from the bar. Please use a bin or take away any rubbish with you.
- If you would like to use the Tennis, or Table Tennis please bring your own equipment as we are unable to currently loan any items out.
- In order to provide a wide range of newspapers and magazines to you during your visit, we have a digital newsstand app that can be downloaded and viewed on our own device. Please ask for details of the QR code.
- You are required to wear a face covering when inside but not in the pool or Brasserie. .
- Lastly, whilst we understand that at times there can be extenuating circumstances, we ask that wherever possible you are punctual for your day

**We appreciate that these are new and unprecedented times for us all and we want to assure you that we are committed to making your visit as safe as possible whilst still being enjoyable and informative. We look forward to welcoming you to the hotel soon and if you have any queries prior to your visit please do not hesitate to contact us on (01342) 824 988**