



Visiting Ashdown Park for a spa treatment

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 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.

- Credit card details are required when booking. Full payment of treatment is required upon departure including the discretionary 10% Service Charge. We will not be accepting cash at this time.
- On arrival it is recommended that you log into the NHS track and trace app but this is not a legal requirement. .
- Please arrive 10 minutes before your appointment time, please advise the Reception team if you have a swim session booked also. We can provide you with a locker and bathrobe if you are using the pool before or after your treatment.
- As part of your treatment booking there is a Relaxation room that you can use before and after your treatment. This is for use only for guests who have booked a treatment.
- We will not be able to have anyone else in the treatment room with you whilst having a treatment.
- We will be delighted to meet you but please do not be offended when we refrain from shaking hands on your arrival.
- There will be many hand sanitising stations for use within the country club. .
- Your treatment room will be sanitized in between each guest. We have a “Dental Fogger” which cleans the air of Viruses and Bacteria of the treatment room which is used in between clients.
- We would encourage you to bring your own refillable water bottles where possible. Water bottles will be available for purchase if you forget to bring one.
- 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.
- Face masks are no longer mandatory but it is recommended you wear one while having a treatment as this is classed as close contact. The Therapists will still be required to wear face masks.
- Lastly, whilst we understand that at times there can be extenuating circumstances we ask that wherever possible you are punctual for your appointment.

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