



## 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 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.

- We may not always be able to schedule appointments to start at the same time to allow for social distancing in between treatments.
- Credit card details are required when booking. Full payment of treatment is required upon arrival including the discretionary 10% Service Charge. We will not be accepting cash at this time. (Non residents only)
- On arrival it is a legal requirement to check in using the NHS track and trace app before entering. If you do not have this app or a smart phone you will need to be registered manually by the reception team.
- 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.
- We politely ask that only the person/people that have treatments booked arrive together. 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.
- You will be required to use one of the many hand sanitising station upon arrival and departure.
- 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. Frequent touch points outside of the treatment room will be cleaned regularly. We have a “Dental Fogger” which cleans the air of Viruses and Bacteria of the treatment room which is used in between clients.
- 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 mask, 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 would encourage you to bring your own water bottles where possible. Water bottles will be available for purchase if you forget to bring one. Please use a bin or take away any rubbish with you.
- 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 to be worn at all times unless having a treatment to the face which requires otherwise.
- Lastly, whilst we understand that at times there can be extenuating circumstances we ask that wherever possible you are punctual for your appointment.



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