



SPA FREQUENTLY ASKED QUESTIONS

We are staying in the hotel soon can we book treatments when we arrive?

You may be able to book treatments after you check in, however we would advise checking availability and booking in advance as the Spa is very popular and appointment spaces fill up quickly.

When do I need to arrive for my treatment or Spa Day?

As a courtesy to all of our guests, we do offer a prompt treatment schedule and we recommend you arrive up to 15 minutes prior to your scheduled appointment time. This will enable you sufficient time to complete our Spa consultation form and get changed if necessary. Please note that any late arrivals will result in a reduction of treatment time and no refund will be given.

I am pregnant, can I still have spa treatments?

Yes, a limited range of treatments are available for pregnant mothers after the first trimester. Our spa team can advise on treatment options.

I have a medical condition, can I still have spa treatments?

Some of the treatments we offer are not suitable for guests with certain medical ailments and conditions including epilepsy, allergies, heart condition, high/low blood pressure, scar tissue, varicose veins, skin conditions, diabetes, cancer, thyroid & those who have recently had an operation. Our spa team can advise on treatment options available.

Are towels and robes provided?

Yes, all guests at Wave Spa are provided with robe and slippers, with a small deposit of £5 and towels are complimentary during your visit.

Are lockers provided?

Yes, lockers are available. The lockers are a digital code. Please note, however, that Wave Spa does not accept any liability for loss, theft or damage to possessions.

Can I buy food?

Yes, The Juice Bar in Wave and 1269 bar and grill in the hotel have a varied selection of food & drinks throughout the day. Should you wish to dine at a specific time, please advise a member of the team on arrival.

Can I use the pool & gym?

Use of the leisure facilities is included with treatments over £50 per person. However they are included with spa days & residential breaks. Should you wish to make use of the leisure facilities & pool, guests



can purchase a daily pass for a small additional charge. Daily passes are available even if you do not have a treatment booked and simply wish to make use of the facilities.

Can we bring in our own food & drink?

All food and drinks must be purchased with Crowne Plaza, Wave Spa.

Are we able to drink at the poolside?

Guests are welcome to relax with a drink at the poolside however, in the interest of safety, alcohol or glass containers are not permitted at the poolside.

I need to cancel my appointment, will I receive a refund?

Full pre-payment is required to confirm spa reservations. Should you cancel your booking at least 48 hours before arrival you will be fully refunded or your appointment can be rescheduled. No refunds will be provided if you notify us of cancellation less than 48 hours prior.

Are children allowed in Wave Spa?

Children under the age of 18 are not permitted in the Spa.

What age can children have treatments?

Treatments are available from the age of 18 years.