



SPA POLICY

Spa Preparation

Please ensure you shower thoroughly before using the swimming pool, sauna, and steam room and spa pool. We recommend you wear appropriate footwear and clothing during your visit; bathing costumes are required to be worn in the pool, sauna, steam room and spa pool. We advise for you to bring a second bathing costume to wear during your spa treatments.

Payments

Walk in appointments require services booked to be paid prior to the treatment commencing. We do not accept cheques as payment in the spa however, you may settle your bill by cash, card, voucher or room charge prior to check out if you are staying with us as a guest in the hotel.

Appointments

Spa appointments are booked through our spa reception or our websites. Please note it is spa policy to take a 50% treatment fee upon each booking and full payment is required for spa experiences.

Guests

All spa guests must be a minimum of 18 years of age. We do not permit children into the spa areas under any circumstances. Please ensure you have made appropriate arrangements for child care prior to arriving. Children are not permitted into the health club areas unsupervised.

Arrival to the spa

Guests that arrive late for their spa services may have their treatment times cut short. This is to ensure the spa appointments for this day run as smoothly as possible for all our guests. In these cases, 100% of the spa service is charged. Therapists are not permitted to extend treatment times.

Checking In

Guests are required to complete all spa consultation forms prior to treatments being carried out. In some cases your therapist may decide the treatment booked contravenes you or their health and safety and therefore reserve the right to decline the booked service. In these rare cases an alternative treatment may be offered to you. If you decline this offer the 50% service booking that was paid in advance is non-refundable.

Spa Services

The spa only offers services from the treatment menu and we only offer these treatments in the spa within the spa operational hours. We do offer exclusivity to you and your private party. Please speak to the spa manager for availability and costing on this.

Cancellation

48 hour cancellation policy – If you do not let us know you need to cancel 48 hours before your treatment is due to be, you will be charged the full amount.

You will be required to pay in advance for your treatment, depending on the booking. For larger groups a deposit will be taken.



Valuables

We provide lockers in the changing rooms. However we strongly advise valuables are not worn in the spa or health club area. We also advise jewellery is not worn in the pool area as some items of jewellery may tarnish.

Smoking

Smoking is not permitted anywhere in the spa, health club or hotel premises. For your convenience, we have a designated area where you may smoke. Our designated smoking area is at the front of the hotel.

Mobile Phones, Cameras and other Personal Devices

To maintain a peaceful and tranquil environment, the use of mobile phones, cameras and other personal devices are not permitted in the spa areas or health club areas including poolside.

Alcohol, Beverages, Food and Drugs

Please drink in moderation. We reserve the right to refuse entry/treatment to anyone who we believe to be under the influence of alcohol or drugs. It is prohibited to bring your own food into the spa. You may order food from our spa reception, bar or restaurant.

Products

Retail products are non-refundable and all orders must be paid for in advanced. We cannot be held responsible for back orders/out of production/end of line items and their delivery times.

Data Protection

All records are kept in accordance to the relevant issued Data Protection Act. It is your responsibility to inform us of changes to your medical status, so we can update your records accordingly. Failure to do so may place you and your spa therapist at risk. By signing the medical declaration you are confirming that the information we will hold is accurate. Please note: we cannot carry out any spa service without the appropriate records being completed and signed.

Patch Testing

Tinting services all require a mandatory 24 hour patch test prior to the service being carried out.

Medical Conditions

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

A limited range of treatments are available for pregnant mothers after the 1st trimester, please ask the Spa reception team for further information.

We would ask all guests to review our spa consultation form at the time of booking.

Homecare

To continue your spa experience at home, the products used in your treatments are available at spa reception to purchase. One of our team will be delighted to advise you on the best products for you.