

Useful Information

What to Bring

Always bring a swimming costume or even two if you would like a dry one to change into. We have plenty of towels and will provide a robe for every spa day and recommend keeping it dry if you are dining in it. We suggest you bring your own flip flops or we can supply slippers for £2.50. If you are staying in the hotel you may like to come down in your robe all ready to spa. Don't forget we also have an excellent gym and studio programme if you wish to bring along your trainers and many people bring along a good book to lose themselves in.

Pregnancy

We have specially designed treatments for expectant mothers. Please note that some of our Spa experiences may be unsuitable during pregnancy and we do not offer massage or facial treatments during the first trimester.

Double Treatment Room

Our double treatment room is ideal for couples or friends to share their treatment time together. Please request this service on booking if required.

Spa Treatments

We would advise you that you arrive at least 15 minutes prior to your treatment. As a courtesy to all our guests we do operate a prompt appointment schedule. A late arrival may mean that your treatment time is reduced. All treatment times quoted include treatment, preparation and consultation.

Age Requirements

The minimum age requirement to have spa treatments is 16. Restrictions apply for children aged 16 and 17 and will need approval/accompaniment of guardian.

Cancellation Policy

Please book in advance to avoid disappointment. Reservations cannot be confirmed without credit or debit card details and must be paid in full at time of booking. We require 7 days' notice of cancellation for Spa days and Spa experiences and 48hrs for treatments after which a 100% charge will be made.

Spa Etiquette

Our ethos is relaxation and calm. Please do not allow use of your phone or other device to negatively impact on the relaxation of other spa users. We want you to have as much fun as possible but we ask you that the treatment corridor and relaxation lounge are treated as 'whisper zones' where we may politely ask you to keep your voice to a whisper.

Medical Questions

Regular Spa use can be extremely beneficial to your health but it is important that you highlight any health conditions, allergies, medication or injuries that may affect your choice of Spa treatment or exercise options when making your reservation. You will be asked on arrival to complete a questionnaire on your health and lifestyle so that we can give you the best and safest possible experience.