

Spa Members - COVID-19 Advice and Procedures

Spa opening times until further notice: 08:00hrs till 18:00hrs, Monday to Sunday

When you arrive at the Spa & Bath House

Please arrive five minutes before your pre-booking. You may be asked to wait outside depending upon how busy the Spa Reception is.

On arrival, you must present your membership card and place it in the designated tray. My team will ask for your permission to take your temperature.

You will be expected to complete our COVID-19 guest registration document and record your temperature test at each visit.

Please ensure to collect your membership card at the end of the session.

Should your test result indicate a temperature of 37.8C or higher, you will be kindly asked to leave immediately and follow the current government guidelines of self-isolation.

To control the number of people in the building, help maintain social distancing and follow the rule of six, a booking system has been introduced for the gymnasium and swimming pool (inclusive of changing facilities).

Each session will be available on the hour every hour from 08.00hrs till 17.00hrs, 7 days a week, on a first come first serve basis, with slots starting on the hour and lasting 45 minutes, and the last slot ending at 17.45hrs.

You will be allowed to book one session of each area per day, 1 week in advance only, however you can contact the spa any day and should we have availability on the same day you are more than welcome to book your session.

Gymnasium

Gym users will not be allowed to access the changing rooms before and after the session, so please arrive 'gym ready' and remember to bring your own water bottle.

Single use gym towels will be provided as normal.

We ask you kindly to maintain our high standards of cleanliness by making sure you clean each piece of equipment with the 'Green' cloth and D10 disinfectant product located in the gymnasium. Each single cloth must be used by one individual only and once used must be placed in the towel bin.

Swimming & Changing Rooms

Each Swim session will last 45 minutes, starting on the hour, and will include the use of the changing facilities and showers, should you wish to use these.

Swimmers will have access to the changing rooms and shower facilities during the 45-minute session only, however to save time we recommend you wear your costumes under your clothes and be prepared to 'dry and go' at the end of the session should you run out of time.

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Where possible, please shower at home before and after your session, however if you wish to shower we ask you kindly to disinfect all shower high risk touch points including the shower amenities, door handles and temperature controls with the 'Sani 4 in 1' product which is located in the changing rooms.

Due to social distancing and the size of our Changing Rooms we are restricting the occupancy in our Changing Rooms and you may therefore have to wait for another member to finish in the Changing Rooms before you have access.

Single-use towels will be available to you but only at poolside, and robes will not be provided.

Guests of Members

All members are prohibited from bringing guests into the spa at present, as each 45-minute slot is crucial to you and is limited to 4 people in the gymnasium and 6 people in the spa at any time, including the changing room during each session.

Beauty Treatments & Member Benefit Discounts

All Members who decide to re-instate will be able to take full advantage of their discount in all areas, as per the member benefit rules.

All beauty treatments will continue as normal; however you will be asked to change in the treatment room not in the changing rooms as these will be in use.

Please present your member discount card to ensure that you receive the correct discount when visiting the spa for treatments, the bar for a drink, and the restaurant for lunch & afternoon team.

Government Requirements

When entering the hotel, face coverings must be worn at all times until you enter your chosen facility.

Please maintain social distancing at all times, and frequently wash your hands.

Thank you for your adherence to these new procedures.