

## Frequently asked questions

### **Do we need to book treatments and use of the spa in advance?**

To avoid disappointment, we strongly recommend booking all treatments and use of the spa facilities in advance.

### **What time should I arrive for my spa day or treatment?**

We recommend arriving at least 15 minutes prior to your spa day or treatment so you can familiarize yourself with your surroundings, and fill out a medical questionnaire.

### **Do you have a cancellation policy?**

You may cancel or re-arrange your booking anytime up to 48 hours prior, otherwise we reserve the right to charge the full amount for treatment. We do have a strict no refund policy.

### **What is the minimum age to use the spa facilities and treatments?**

The minimum age for access to the spa is 16. Beauty treatments (no Massage) are available for anyone aged between 16-17 but must be accompanied by an adult at all times.

### **What should I bring with me?**

All you need to bring with you is your swimwear and £1 coin for your locker, We will provide you with a towel, robe and flip flops

### **Do I need to pay for my treatment at the time of booking?**

Yes. All treatments and Spa days must be paid for in full at the time of booking.

### **Do you have lockers to secure my belongings?**

Yes, there are lockers in the changing rooms, you will need a £1 coin to use in the lockers.

### **What should I wear for my visit to the spa?**

Swimwear must be worn in the Spa at all times.

### **Do I need a patch test?**

A patch test for all tinting treatments must be done at least 24 hours before.

### **I have a medical condition, am I still OK to visit?**

It is essential you let us know at the time of booking about any medical conditions or allergies so we can ensure the treatment is suitable for you.

**Can I visit if I'm pregnant?**

For ladies in the first trimester we offer nail treatments or waxing only. Any time after this we offer a wide range of treatments, but please call the spa direct to discuss your individual needs.

**I have a treatment booked, am I able to use the Spa facilities?**

Yes, you may use the Spa facilities, however there is an additional cost of £20 (includes access to facilities, Gym and relaxation room)

**Where can I park?**

We have free on-site parking, located in the hotel car park.

**Do you sell gift vouchers?**

Yes, they are available for either a specific treatment/Spa Day or monetary amount. They can be posted out for a charge of £3.00.