



SPA ETIQUETTE

To make sure your spa experience is extra special we would ask you to arrive 15 minutes prior to your treatment time. When you join us one of our Spa team shall be able to arrange a complimentary tea or coffee so you can sit and relax before your treatment has even begun. We also require you to complete a consultation form prior to your treatment commencing. We request that you leave your mobile phones switched off at all times, leave the outside world behind you if just for a few hours!

ATTIRE

We ask that in the wet areas and for treatments you wear appropriate clothing; we can help and advise you at point of booking.

BOOKINGS

To make an enquiry to book, check treatment time availability or any advice you may require simply contact the Spa team on. To confirm your booking, we will require full payment for spa days at point of booking. We do operate a cancellation policy where any bookings cancelled within 48 hours of your treatments will be charged in full, where possible we will try to reschedule your treatments for later date within a 4-week time period. When booking a group, a £100 deposit is required.

GROUP BOOKINGS

We hope you will bring some friends to experience The Spa. Due to availability we can only accommodate a maximum of 25 persons per booking.

TIMINGS

We do understand that sometimes everyday life may get in the way and guests may arrive late. In this instance we shall try every possible effort to make sure your treatment will be accommodated for where possible, but so other guests are not affected it may be necessary to reduce the time, reschedule or cancel your treatment. No prices can be adjusted for a late arrival.

AGE REQUIREMENTS

Unfortunately, we are unable to accommodate children under the age 16 for any spa treatments. We are also not permitted to perform treatments while a child is in the room, due to the equipment used within our spa rooms.

SPA OPENING HOURS

Monday 9.00am – 3.00pm

Wednesday, Thursday, and Friday 9.15am – 9.00pm

Saturday and Sunday 9.15am – 5.30pm

Tuesday is Closed only open for corporate clients or private bookings.