

WELCOME
TO ...

THE
SPA *with a view...*

COVID-19 POLICIES

FROM 01 APRIL 2022

Please adhere to these policies to ensure the safety of all our guests and staff.

Thank You!

WE WANT YOUR SPA EXPERIENCE WITH
US TO BE A WONDERFUL AND
RELAXING ESCAPE
FOR YOU...

These policies are to ensure your safety and the safety of other guests and our staff, so please do take the time to read this information sheet so that you can fully enjoy your experience with us whilst keeping both yourself and others safe.

01

We respectfully ask that you contact us and DO NOT attend your session if you are aware you have COVID-19 or are displaying symptoms of COVID especially a cough, fever, sore throat, or shortness of breath.

We realise some of these symptoms might be very mild and are also associated with the common cold. If you have any of the above symptoms we ask you take a lateral flow test on the day of your appointment. Provided you test negative on that day, you are still welcome to attend.

02

You will be asked to sign a declaration on arrival stating you are not aware you have COVID or any of the associated symptoms. Or in cases where you do have mild symptoms, (also associated with the common cold) that you have tested negative for COVID on the day of your appointment.

03

Your temperature will be taken upon arrival. If your temperature exceeds 37.8C, we will not be able to permit access to The Spa. The readings are not recorded.

04

We will require you to complete our online consultation form fully with treatment choice(s) in advance of your visit.

05

You will be advised which locker you have been allocated upon arrival. You will find your locker key in your locker door. Please leave your key in your locker door at the end of your session.

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06

We do not require you to wear a mask during your treatment but they are available, free of charge, and can be requested from a member of staff should you wish to wear one.

Your therapist will not be wearing a mask but this can be requested on arrival should you feel safer with her doing so.

07

Sun cream is not provided. Please bring your own sun cream should you wish to make use of the terrace.

08

Our Quiet Lounge is a shared 'self-service' area where you can help yourself to refreshments, we also have a shared water dispenser in the spa waiting area. Hand sanitiser will be available in these areas. Please do wash your hands after touching high contact/shared surfaces.

CANCELLATION POLICIES

COVID CANCELLATION POLICY

For cancellations made due to confirmed or suspected COVID, your booking can be transferred to a later date. If redeeming a Gift Certificate against your booking, this will be re-credited to use again at a later date.

COVID CANCELLATION POLICY FOR GROUP BOOKINGS

If you are attending as part of a group (3 persons or more) and are affected due to COVID, we can rearrange your **GROUP BOOKING**, provided more than 48 hours' notice is given.

If less than 48 hours' notice is given before your appointment, we will transfer your **INDIVIDUAL** booking to a later date. The other members of your group, however, would still be expected to attend or our Standard Cancellation Policy of 100% charge for Full and Half Day sessions will apply.