

# THE SPA

## ETIQUETTE & INFORMATION

### SPA RESERVATIONS

**Please note our Spa Session and treatments are only available to those over the age of 16.**

**Full payment is required at time of booking. We are unable to hold or reserve spaces without full payment.**

**If you wish to book one of our 2 hour treatments please advise at the time of booking as appointment times are limited and cannot always be guaranteed.**

We also have a double room which we make use of for group bookings on busy days. If you would prefer not to be in the double room with a member of your party, please advise us upon booking and we will do our best to accommodate this request, although unfortunately it cannot always be guaranteed on full occupancy days.

### SPA FORMAT

Treatments are spread throughout the day with plenty of time to enjoy the facilities.

For guests spending the full day with us, arrival time for the day is 9.15 am and lunch is served in the Main House from 12.30 pm to 1.45 pm.

For residential guests attending a Spa Stay Retreat, bedrooms are available from 2pm on the day of your spa.

The Spa closes at 5:30pm prompt on our half and full spa days and 9pm prompt on our evening sessions.

### ALCOHOL & FOOD POLICY

Please note our Main House is a licenced premises so any alcoholic beverages consumed in our Main house must be purchased from Brightlife. The consumption of your own alcohol is not permitted in our Main House.

The Spa is not licenced and guests are welcome to bring their own alcoholic beverages which can only be consumed in our Spa building and adjoining sun terrace. Alcoholic beverages should not be consumed outside of these areas.

It is not permitted to supply or consume your own food on the premises. Each session includes a complimentary home-made snack box.

### SMOKING/VAPING

The entirety of the Brightlife complex, inclusive of outside areas, operates a strict **NO SMOKING/VAPING** policy with the exception of the designated smoking area situated outside the conservatory where a wall mounted cigarette bin is provided.

### HEALTH CONDITIONS

It is extremely important you advise our staff of any food allergies you may have before arrival.

Please inform us of any health conditions you suffer from when you complete your online consultation form. This will enable us to recommend the treatments and products most suitable for you and to tailor the treatments to suit your needs.

#### CONTACT LENSES

It is not recommended that you wear contact lenses in a hydro pool. There is a risk of eye irritation and contamination from the water and soft contact lenses can soak up bacteria and chemical deposits from the water.

**PLEASE NOTE OUR TREATMENTS AND SPA FACILITIES ARE ONLY AVAILABLE TO PERSONS AGED 16 YEARS AND OVER.**

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## WHAT TO BRING WITH YOU

Upon arrival you will be provided with a fresh robe, slippers and towel.

All guests should bring swimwear. A change of swimwear is recommended, in particular if you are on a full spa day and wish to have lunch in dry swimwear under your robe. As you will only be provided with one robe during your visit you may wish to bring lounge wear to change into over the lunch period.

We recommend you bring your favourite magazines and a good book to read.

Complimentary mineral water and herbal and fruit teas are available for you to enjoy during your visit. Due to the heat generated by the hydropool, sauna and steamroom, we strongly recommend you drink plenty of fluids.

We advise against the excessive consumption of alcohol drinks prior to or during your visit to The Spa. We do not charge a corkage fee but guests' own alcohol should only be consumed in our Spa building and adjoining sun terrace. It should not be taken outside of that area or over to the Main House for lunch.

Should you wish to consume alcohol with your meal it can be purchased at the Main House which is licenced.

## LADIES AND GENTS CHANGING ROOMS

The changing rooms are available for Full Day and Half Day spa guests. You will be allocated a locker for the duration of your spa visit. Locker keys are numbered and can be attached to your robe in order to help you identify your robe.

We recommend you lock any possessions and valuables you have with you in your locker. We regret we cannot be responsible for any loss or damage of personal items.

Included in the ladies changing rooms are separate cubicles for private changing, separate showers, hair dryers and straighteners. Included in the gents changing room is a separate shower and hair dryer.

## CANCELLATION & LATE ARRIVAL POLICY

Cancellation within 48 hours/Non-attendance will incur a 100% charge for our full and half day spa sessions.

Please refer to our separate COVID Cancellation Policies for full information on bookings affected by confirmed or suspected COVID.

**Spa Stays** - if cancelled within 2 weeks of your date of arrival, no refund will be given unless we are able to fill your vacancy.

Please be aware, for late arrivals, the treatment time will be reduced accordingly and you will still be required to pay the full price. If a guest is more than 15 minutes late we may require the appointment be rescheduled, in which case it will be considered a cancellation. We regret late arrivals will not receive extension of the scheduled appointment time.

## MUMS TO BE & POST NATAL

As we are not permitted to perform treatments within the first trimester (12 weeks) we regret to advise that we are unable to take any bookings for those who are under 12 weeks pregnant.

If you are under 12 weeks pregnant, please contact us to reschedule your booking.

Pregnant ladies over their first trimester are welcome in the spa area but they must be aware of their body temperature and the possibility of overheating. Use of the sauna and steam room are not advised during pregnancy.

We do have a Quiet Lounge available for relaxing between treatments.

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## RECOMMENDED USE OF SPA FACILITIES

You can enter the hydro pool, sauna and steamroom (each spa facility) as many times as you wish and for as long as you like during your spa session but in order to achieve the maximum benefit for your body, it is recommended you spend 10 minutes in each facility before cooling down rapidly between each one by taking a cold shower. This will close your pores back up, pull the blood back to your core organs, and reinforce your natural defences.

Please be aware that our Spa area is very warm. Please be mindful of your body temperature and take regular cool showers if you to feel uncomfortably warm.

It is not recommended that you wear contact lenses in a hydro pool. There is a risk of eye irritation and contamination from the water and soft contact lenses can soak up bacteria and chemical deposits from the water.

## SPA ETIQUETTE

In order to gain the most out of your experience at The Spa, we would be very grateful if you would follow our spa etiquette to ensure The Spa remains a lovely, clean and hygienic environment for all:

In order to maintain a tranquil and relaxing environment for all guests, please be mindful of noise levels in the spa area, corridors and waiting area.

The Quiet Lounge is our designated whispering zone and hushed tones should be used for the consideration of other guests. Please silence phones and mobile devices when in the spa and associated areas.

Always wear swimwear in The Spa. Shower each time before entering a new spa facility (hydro pool, sauna or steamroom).

After a treatment, shower to remove any treatment oils/creams remaining on the surface of your skin before entering the hydro pool.

Staff will fill the sauna water bucket but if the water level becomes low, please re-fill from the showers as hydro pool water will damage the sauna elements so should never be used.

The sun loungers are for everyone's use so please do not 'claim' a sun lounger by leaving your belongings on it whilst you are having a treatment.

If you have long hair, please be good enough to tie it up.

Please use the towel drop in the Changing Rooms once you have finished with your robe and towel. Help protect the environment by trying to limit your towel usage to one towel.

Please do not use the hydro pool within 2 days of having applied false tan.

**The Brightlife complex is strictly non-smoking aside from the designated smoking area. This includes the use of e-cigarettes.**