



**Payment and cancellation policy:** We require full pre-payment at time of booking. If you wish to change or cancel an appointment you must provide 48 hours' notice for the pre-payment to be refunded. A 7-day cancellation policy applies to all valid spa vouchers, otherwise the voucher will become void.

**Health Conditions:** If you suffer from high blood pressure, have recently been unwell or believe you may be pregnant you should not use the sauna, steam room, spa bath or any heat-based treatments.

**Age Restrictions:** The spa is available to guests 16 years and over.

**Capacity:** Our spa can accommodate up to four people at any one time. However, the whirlpool bath and steam shower are designed for two persons max, whilst the sauna can accommodate a max of three people. There are two heated loungers available and a private terrace. By agreeing to our terms and conditions, you agree to adhere to the maximum capacity of each piece of equipment, failure to do so and any damage caused will be charged for.

**Timings:** We ask that you always allow enough time for your experience and arrive 10 minutes prior to the start time of your experience. Please note that as a courtesy to all our clients a prompt appointment schedule is adhered to, late appointments may not be honoured and no discount or refund given. Experiences that start late will still finish at the appointed time, so other clients are not inconvenienced.

**What To Bring :** A robe, towel and slippers will be provided for you. Hotel guests are welcome to arrive in the robe and slippers from their bedroom. Please wear swimwear during your experience. A changing area is provided within the spa room, where you can leave your personal effects when using the spa, as we cannot take liability for their loss.

At the end of your experience you will have 15 minutes to change and exit the spa, please ensure you leave the spa promptly.

**Refreshments:** If you have Lunch or Afternoon Tea included in one of our experiences, your meal will be served in Blas Restaurant. Please do advise us of any dietary requests at the time of booking. Alcohol is not permitted in the spa.

Whirlpool Bath: Our Whirlpool Bath is a temperature of between 32 and 34 degrees Celsius.  
TBC

Pregnancy and our Spa: The spa cannot be used by pregnant women as there is a potential for the core body temperature to be affected. This can cause ill effects to the foetus.

Alcohol: Alcohol is prohibited on health grounds as it acts as a diuretic causing dehydration. If you have consumed alcohol you should wait at least two and a half hours before going into the spa.

Packages: Package prices are subject to change without notice and are inclusive of VAT.

Additional terms and conditions:

- Treatments for all spa experiences cannot be exchanged or shared with another person
- All treatments included on the spa experiences are subject to availability
- Itinerary timings may be subject to change without notice

All details on this page are subject to change and availability at the time of booking.