

SPA ETIQUETTE

We would like to welcome you and hope the following information will assist you in making your visit to the Spa an enjoyable one.

LATE ARRIVAL

When a late arrival is unavoidable, please call to notify the receptionist as soon as possible. Arriving late will simply limit the time for your treatment, as we must complete your personal service by the designated end-time in order to appropriately accommodate the next guest.

WHAT TO WEAR

Comfortable lounge clothing is recommended throughout the day. We suggest that swimming costumes/trunks are brought for use in the wet areas. Suitable footwear must be worn at all times, barefoot is not permitted.

CHANGING ROOMS

Towels, showers, lockers and changing rooms are provided by the Ardencote Spa.

TREATMENTS

It is advisable to arrive to the Spa 5/10 minutes before your scheduled treatment time, to allow you time to complete your Spa Consultation Form. Failure to arrive on time may result in your treatment being cut short.

SHAVING/WAXING

Avoid shaving the day of the appointment especially if you are having body scrubs or pedicure as the salt can be very irritating on newly shaved skin. Also shaving causes pores to open, which can in result become infected. Waxing treatments are not recommended should you be using the wet areas. It is recommended that men shave at least two hours prior to a facial treatment.

TINTING

It is a company policy that all clients wishing to have a tinting treatment must have a patch test 24 hours prior to the treatment in case of an allergic reaction.

SPECIAL HEALTH CONSIDERATION

Please advise us if you are pregnant, have a muscle or joint injuries, have high or low blood pressure, are currently under the supervision of your GP, have had recent surgery (including laser, plastic surgery or are using Retinol-A, Acutan) or you have any other conditions that may affect our ability to perform your requested treatment.

MOBILE PHONES

Your phone must be turned off while in the spa and relaxation areas, conversation is fine but please be respectful of other clients who may having a post treatment nap.



TERMS AND CONDITIONS

BOOKING, PAYMENT & CANCELLATIONS

Individual Appointments - To check availability or to make a Spa booking, please contact Spa Reception. Full Credit Card details will be taken at time of booking and should you fail to arrive or cancel less than 24 hours notice your card will be charged for 100% of the treatment price. Please book early to avoid disappointment.

Spa Days and Breaks - we will require a £20.00 per person deposit on booking and full pre-payment will be required 1 month prior to arrival. Payment is non-refundable in the event of no-show or cancellation of less than 4 weeks before the Spa Break beginning date.

APPOINTMENTS

As a courtesy to all our clients, a prompt appointment schedule is to be adhered to. Late arrival for an appointment or day may mean that we are unable to provide the treatment(s) booked or treatment time may be reduced.

SPA DAYS

Arrival for Spa Days (unless otherwise stated) is 9.00am with use of the facilities until 6.00pm. On arrival you will be asked to complete and sign a confidential consultation and health check questionnaire, which your Spa Therapist will discuss with you.

SPA BREAKS

You may arrive from 10:30am however, please note that your bedroom will not be available to check-in until 2:30pm. Check-out is 10:30am on a day of departure. We have changing facilities and a luggage storage available. Your treatments will be scheduled between 10:30am on day one and 10:30am on day of departure. If you are planning to arrive outside of these times, please advise our Reservation Team, so that your treatment times can be scheduled accordingly.

AGE

It is company policy that we are unable to provide services to guests accompanied by children. Spa Treatments and subsequently Spa Days are not recommended for persons under 16 years of age, however we carry out limited treatments for 13 years plus. Persons under 16 years old must be accompanied by a parent or supervising adult.

SMOKING POLICY

Ardencote Manor Hotel, Country Club & Spa is a no-smoking venue.

VOUCHERS

You may purchase vouchers for gifts at the reception desk. These are valid for 6 months and it is company policy that we do not extend this period.

CONSULTATION CARDS

Ensuring our guest's safety is crucial. A Guest Consultation Form must be completed before each and every treatment begins.



TERMS AND CONDITIONS

PREGNANCY POLICY

Our policy states we will not carry out any treatments during the first trimester of pregnancy.

ESSENTIAL OILS

Many essential oils can help to soothe and balance hormones, but there are a number of oils that are just too stimulating and get quickly absorbed into the blood stream which may damage your baby. It is therefore Ardencote's policy, that we use only a plain massage oil base without the use of aromatherapy oils on both the body and face when treating a pregnant client.

HEAT TREATMENTS

Some studies show that getting overheated might be bad for the baby hence we recommend that you avoid saunas, steam rooms, sun showers and whirlpools. Although not confirmed there is a potential risk to an unborn child connected with the use of solvents in nail polish (e.g. acetone). Ardencote's policy recommends avoiding any treatments that include these solvents.

HOLISTIC TREATMENTS

It is company policy that we do not offer Indian head or reflexology treatments to pregnant woman.



PLEASE NOTE

We reserve the right to modify, discontinue, or amend prices on any treatments with or without prior notification, to ensure that maximum standards of service and quality are met. If you have any questions, please ask at the time of booking your treatments. Ardencote Manor Hotel recognises its responsibilities to the environment. This folder and contents are printed on paper from sustainable sources.