

## Preparing for your visit



**Thank you for booking your spa experience at The Day Spa at Whittlebury Hall.**

**We want you to get the very best out of your time in our care and would ask that you read through the details set out below, in preparation for your visit.**

If this is to be your first visit to The Day Spa or if you haven't visited us for some time, the information will hopefully answer all of your questions. Should you require any further information prior to your arrival, please contact us on 0845 400 0002.

### **SPA DAYS**

#### **Arrival & Departure Times for Day Spa Experiences:**

You will be asked to arrive at 8:30am, 9:00am, 9:30am or 10am and proceed to The Day Spa Reception on the ground floor of The Day Spa. Please check the arrival time on your confirmation letter. Please note that if you are late arriving we may not always be able to re-schedule missed appointments.

Please check in with the Day Spa Reception, where you will be provided with your locker key. A robe, towel and slippers will be in your locker and you may exchange used towels for fresh ones during the day. There are both communal and private changing areas; vanity areas and shampoo & conditioner are also available with our compliments. You will be given a detailed layout of the Spa & Leisure Club upon arrival.

#### **Treatment Times:**

Your treatment itinerary will be issued to you on arrival at the Day Spa. All treatments will be scheduled between the time of your confirmed arrival and last treatments will be by 6.00pm. Should you have any questions with regard to your treatments or your schedule, please contact the Therapy Reception desk on the first floor of the Spa.

You are requested to check in at the Therapy Reception on the first floor 10mins prior to each treatment time. Should you arrive late for a treatment, this will result in a reduced time being available and in some cases could result in your treatment being cancelled with full charge.

Whilst we try to accommodate guest requests for specific treatment times, these cannot be guaranteed and may be subject to change. Please be aware that it is not always possible to schedule treatment times at the same time as other members of your party. If you wish to book **Additional Treatments** or a **Hair Appointment**, we do recommend these are made on making your reservation to avoid disappointment.

Please be advised that we have both male and female therapists.

#### **On Departure:**

We kindly request our Day guests to check out and settle their account at

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the ground floor reception on departure by 6:30pm

### **Whittlebury Hall Hotel & The Day Spa**

#### **OVERNIGHT STAY SPA & RESIDENTIAL SPA BREAKS:**

We recommend that you bring a separate day bag for your swimwear and daily essentials as your room will not be available until after 3pm.

On the day of your departure we request rooms are vacated by 11.00am.

Whilst we are preparing your room for you on the day of arrival and after check-out on the day of your departure we do offer a luggage storage facility at the hotel's main reception. Please contact the porters via reception.

#### **Opening times:**

The Day Spa and Leisure Club are open 7 days a week. Please note that during the Christmas and New Year period our opening times vary from the published times below. Please contact The Day Spa for further details on 0845 400 0002

#### **THE SPA**

##### **Treatment Suite**

Mon - Fri: 8am - 8:30pm

Sat, Sun & Bank Holidays: 8am - 6:30pm

##### **Hydrotherapy Pool and Heat and Ice Experiences**

Mon - Fri: 8am - 10:00pm

Sat, Sun & Bank Holidays: 8am - 8:00pm

#### **THE LEISURE CLUB**

Mon - Fri: 6:30am - 10pm

Sat, Sun & Bank Holidays: 8am - 8pm

#### **THE HAIR STUDIO**

Our hair studio offers a full range of services, whether you are looking for the finishing touches after a day in the Spa, a cut and blow dry or full styling, colouring or our bridal service, our team of stylists are always at hand. Please contact the Hair Studio direct on 01327 850451 to discuss your requirements and make an appointment.

Monday, Tuesday, Wednesday & Saturday: 9am - 6pm

Thursday & Friday: 9am - 7pm

Sunday: 10am - 3pm

#### **Travelling to Whittlebury Hall:**

Directions to The Spa are detailed on the 'Contact Us' section of our hotel website ([www.whittleburyhall.co.uk](http://www.whittleburyhall.co.uk)).

On arrival at Whittlebury Hall, please park in the Hotel car park as the Golf Club and car park are a separate business. We kindly request our guests to refrain from parking in reserved Leisure Club Member spaces and

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in areas with double yellow lines. Disabled parking bays are available

The entrance to The Day Spa is found through the automatic doors on your left as you come down the corridor after crossing the road from the car park.

**Guests on an overnight 'Stay Spa' visit or 'Spa Break' are kindly requested to continue to the Hotel Reception to register before going to the Day Spa Reception.**

### **Medical advice:**

Our therapists must consult your Medical Questionnaire and will ensure the strictest confidence. All treatments booked are subject to medical status. If you have had, or are suffering from any medical condition we strongly advise that you speak with your doctor prior to booking your treatments. On booking please advise us if you have any medical condition or allergies in order that we may recommend suitable therapy.

The set of guidelines below is not an exhaustive list and only serves to highlight some of the main medical indicators where treatments may not be advised:

- PREGNANCY, MOBILITY PROBLEMS, THYROID ACTIVE/UNDER ACTIVE, VERRUCAS/WARTS, HEART PROBLEMS, EPILEPSY, SKIN DISEASES/DISORDERS, DIABETES, METAL PINS/PLATES, CLAUSTROPHOBIA, EAR INFECTIONS, CANCER, SURGERY IN THE LAST 3 MONTHS, NUTS OR WHEAT ALLERGIES AND SEAFOOD/SHELLFISH ALLERGIES.

Please be assured our Reservations Team and Therapists have your health and well being at the forefront. If you have any of the above medical conditions there may be a risk or restriction to any of the treatments listed. You are advised to contact us or your GP prior to arrival.

We do ask that all guests complete and return the Medical Questionnaire prior to arrival. Please follow the link on your confirmation e-mail to complete the Health Questionnaire prior to your arrival. This greatly speeds up your arrival when checking in.

### **What we provide:**

Robe, towel and slippers are provided in your locker on arrival. Shower gel, shampoo, conditioner and hairdryers are available in the changing rooms.

### **You need to bring:**

Suitable swimwear and exercise clothing should you wish to use the gym or join in classes.

For Stay Spa or Spa Break guests we recommend that you bring a separate day bag for swimwear and personal items that you can take with you into the spa. Your room will not be available for check in until after 3.00pm and we will be pleased to look after your luggage whilst you enjoy The Day Spa.

### **You will be welcome to use:**

- The Spa Hydrotherapy Pool and Heat and Ice Experiences
- The Leisure Club and Terrace Café

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- Our 42 station Cybex Gym on the first floor of the Leisure Club (personal training can be booked with one of our qualified personal trainers in advance, please contact reservations for further details on 0845 400 0002.
- Mind & Body Studio classes, subject to availability on the day

### **Refreshments , Dining & Breakfast:**

- Both Healthy and Indulgent Breakfast options are available in The Terrace Café between 8am and 10am. Bookings are recommended prior to arrival or join us on the day subject to availability.
- Buffet Lunch is provided in the Leisure Club Terrace Café. Your lunch booking will be made to coincide with your treatment schedule for the day and will be shown on your itinerary.
- Iced water and fresh fruit are available throughout the day with our compliments.
- Other refreshments such as afternoon and cream teas, light meals and a selection of beverages (both alcoholic and non-alcoholic) are served in the Leisure Club Terrace Café and in the lounge and waiting area on the first floor of the spa.

If you didn't make a dinner reservation at the time of booking your Stay Spa or Spa Break, please telephone the Reservations Team on 0845 400 0002 to reserve a table prior to arrival. Dinner will normally be taken in our Aston's Restaurant.

### **To book Extra Treatments:**

Before arrival contact reservations on 0845 400 0002. During your visit contact the Therapy Reception Desk on the first floor.

### **Changing & amending your booking:**

In some instances it may be possible to change the date of your visit. You are only permitted to do this once without incurring administration charges. Please note no changes can be made to your booking within 2 weeks of your arrival date.

### **Payment:**

You will have been asked to pay in full on booking your visit. If you intend to settle with gift vouchers, please do mention this to us on making your book and bring the vouchers with you to present them to the Day Spa Reception upon your arrival. Failure to do so may result in full payment being requested.

### **Cancellation policy:**

We do request full pre-payment for all bookings and these are non refundable in the event of a cancellation. We will however extend an option to change your date and rebook another date when this request is made a minimum of 2 weeks prior to your arrival.

Cancellation of Hair Studio appointments will incur a 50% charge 48hrs prior and 100% charge within 24hrs of your appointment.

### **Miscellaneous:**

All treatment and package prices are correct at time of publishing and are

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subject to change. The Day Spa and Whittlebury Hall reserve the right to change, amend, alter or withdraw treatments or packages without prior notification.

There may be occasions when advertised facilities, classes and therapies are not available or appropriate. In such incidents we do reserve the right to vary, amend, cancel or withhold without prior notice.

### **Children & Younger Guests:**

- Children under the age of 16 are not allowed to use our Spa facility - either treatments or the Heat & Ice experiences.
- Young persons between the ages of 16 and 18 are to be accompanied by an adult whilst visiting the Spa. Large groups of young persons cannot use the facility - even when with an adult.
- Children under the age of sixteen have very limited swim times during which they can use the Leisure Club as it is principally an adult facility. These swim times are currently:

8am to 9am and 4pm to 6pm

on Saturdays

10am to 12 noon on Sundays

### **Smoking, Excessive Noise or Disturbance and Mobile Phones:**

We kindly request all guests to respect other Spa users by refraining from the use of mobile phones, reserving poolside loungers and to keep noise to an agreeable level throughout The Day Spa facility. In this way, all our guests will be able to enjoy the facilities in a convivial and stress free atmosphere.

We reserve the right to ask any guest or group of guests to leave the Spa if they are disturbing other users of the facilities.

A designated smoking area is available on the open terrace outside the Silverstone Bar.

Thank you for taking the time and trouble to read through these points - we hope that they will help you to thoroughly enjoy your day or stay with us!