

OPENING TIMES

TREATMENTS

7 days a week

POOL & LEISURE FACILITIES

7am - 8pm | 7 days a week
N.B. Bookable slots available on the hour, each hour

ADVANCE BOOKINGS

We highly recommend booking in advance to ensure your preferred time and desired treatments are available.

SPA ETIQUETTE

Please respect your fellow spa-users' right to peace and privacy whilst in the spa. Relaxation zones are for reading, sleeping or quiet contemplation. Guests must shower prior to using the pool and hot tubs. Any fake tan should be removed prior to using these facilities. Please ensure jewellery is removed.

SPA ATTIRE

Towel, robe and slippers are provided for guests that have purchased a leisure pass. You will need to bring swimwear for wet and heat facilities. N.B. £10 charge applies for any further robes.

EATING IN THE SPA

We do not allow guests to bring their own food or drink into the Leisure Facilities. Our Heywood Marigold offers a large range of drinks, wines, cocktails and more as well as light bites and sumptuous mains that can be served to you in the conservatory, restaurant or al fresco.

CHILDREN IN THE SPA

All children must be supervised whilst in the leisure facilities. No jumping, shouting or inflatable pool toys/accessories are permitted. These facilities are for relaxation purposes, respecting fellow spa goers is essential. The Sauna and hot tubs are not suitable for guests under the age of 16. Massage and facial services are curated for guests aged 16 and above. If treatments are given to guests under this age, a treatment waiver maybe required to be signed by a parent or guardian. This adult would need to be present in the vicinity during this period.

BOOKING TERMS AND CONDITIONS

- All treatment times stated include consultation time and changing time.
- Should you have a high temperature, showing cold like or flu symptoms, feel nauseous or had recent diarrhea or vomiting you will not be permitted to have your treatment. The therapist reserves the right to refuse your scheduled procedure.
- Please ensure that you have dried clothing on for any treatments. We can provide disposable underwear if required.
- Treatments that start late will still be completed at the appointed time, so other guests are not inconvenienced.
- Please notify the Receptionist if you are pregnant or have any medical conditions at time of booking.
- If your chosen treatment is unsuitable for you at time of consultation, an alternative will be offered.
- Please arrive at least 5 minutes before your treatment for consultation.
- 16's and over only. All bookings are subject to availability.
- Unless part of a Spa Package or a Hotel Resident, your treatments do not permit access to our Leisure Facilities. This would need to be booked additionally and will be charged £20 per person for two hours use, subject to availability.

Payment and Cancellation Policy – Hotel Residents

- All treatments will be added onto your Accommodation Invoice with payment in full 72 hours before your arrival date
- Should you cancel up until 24 hours before your treatment, the charge will be removed from your account and deposit refunded or act as a credit on your reservation.
- If cancellation is made after the 24 hour cancellation window the treatment will be charged in full

Payment and Cancellation Policy – Non Residents

- For guests that will not be residing with us full payment is required to secure your reservation
- If a cancellation is made up until 3 days (72 hours) before your treatment time your payment will be refunded.
- After the 72 hour cancellation window has passed, full cancellation fee applies.