

Spa Etiquette

Arrival

If your visit is treatment only, please arrive at least 15 minutes prior to your treatment reservation, this will allow time to relax, change, and fill out your consultation form.

Reservations

To make your appointment for the perfect treatment, please contact the spa reservations team on 01756 718130 where we will be delighted to assist you. Please note, full payment will be required to confirm your booking, which is non-refundable. We must be made aware 48h in advance you would like to change your reservation; changes can only be made subject to availability.

Age Requirements

The minimum age to experience treatments is 16. We have restricted access for children to use our facilities, see below for details:

Entry Times:

Week days (Mon To Fri) – 8am till 9am & 4pm till 5pm – to leave the premises by 9.30am & 5.30pm.

Weekend (Sat-Sun) – 4pm till 6pm – to leave the premises by 6.30pm.

Rules:

- There is to be a one to one policy on child entry to the pool, one adult to one child.
 - Supervision must be maintained at all times.
- Children must be off the premises at the stated times, this includes the spa lounge.
 - Children must be members or hotel guests.
- Children will not be permitted to use the Sauna, Steam room, Jacuzzi or Rasul.
 - A child is a person of the age 0 to 14.
 - A junior is 14 to 18.

The spa management retain the right to ask parties to leave the premises if the above is not followed.

Health Conditions

Kindly advise us of any health conditions, allergies or injuries which could affect your choice of treatment when making your spa reservation. To avoid disappointment, should you currently be under medical attention for any serious health conditions, such as cancer or heart problems, a doctor's note will need to be supplied to the therapist confirming that it is safe for you to have a treatment such as massage and use of essential oils.

Pregnancy

We have specially designed treatments for expectant and nursing mothers. Please allow the spa team to guide you in selecting which treatments are most suitable for you during this special time. Unfortunately we do not offer any spa treatments during the first 12 weeks of pregnancy.

What to Bring

For your comfort we will provide you with a luxurious robe, towels and slippers to use throughout your visit. We would like to advise you, to bring a bathing suit if you wish to use the heat experience and pool.

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The spa environment is one of tranquillity and relaxation. Please respect other guests' rights to privacy and serenity and do not use mobile phones or pagers within the spa. These items may be used in the lounge on silent.

Smoking is prohibited throughout the spa.

Cancellation Policy

A 50% deposit will be taken at booking point which is none refundable. In the event you need cancel, your appointment can be rescheduled but we would require at least 24 hours' notice prior to the appointment. Within 24hrs the deposit will be charged.

Homecare

To continue your spa experience at home, all Temple Spa products used within your spa treatments are available at spa reception, where one of our team would be delighted to advise you on the most suitable products for your needs.

Gift Vouchers

Gift vouchers are available for Spa Days and are an ideal present for someone special. Gift vouchers are non-refundable and must be presented at time of treatment or purchase. Gift vouchers are available online or contact the spa on 01756 718130.