

Whittlebury Spa COVID-19 Safety Guidelines

The Spa Team at Whittlebury Park

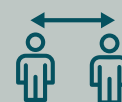


- Our team members will be required to take a temperature check upon entering the building
- Should any of our team members display symptoms, they will be required to stay at home and follow government guidance on self-isolating
- All team members will be wearing the appropriate PPE and will be practicing social distancing where possible
- Our team have undertaken extensive training to comply with our thorough COVID-19 Risk Assessments


Keeping you safe prior to & during your visit




- Upon booking, you will be asked to complete and return a medical consultation form prior to your arrival, for you and any other members of your party. This will include our COVID-19 medical screening questions
- In the days leading up to your arrival you will receive an itinerary for each member of your party. Please ensure you read through this thoroughly and take note of timings. In order to allow for social distancing, all elements of your package will have specific times allocated and its important these times are strictly followed.
- Please arrive promptly to the Spa at your specified arrival time. This will be given to you by our Spa Host, who will contact the lead booker 48 hours prior to your arrival
- We will be operating a non contact temperature checking scan on arrival to give further peace of mind to our guests. Should your temperature display at 37.8 and over, unfortunately we will not be able to allow you entry. We encourage you to check your temperature prior to travelling to us, should you be showing signs of a temperature, please stay at home and contact us to reschedule your booking
- On arrival you will be asked to complete a track and trace process as recommended by Government Guidelines. This is a simple process that involves scanning a QR code on your mobile device or tablet and completing a few lines of information
- Guests are required to wear a mask at all times with the only exceptions being during a facial treatment, in the wet facilities and when eating or drinking.
- The Spa Host will ask you our COVID-19 screening questions on arrival, before directing you through to the Spa or Leisure reception area to check in
- In line with government guidance face coverings must be worn throughout the spa and hotel
- We kindly ask that you read and take note of any signage that is available and maintain social distancing in line with Government Guidelines. Please note any 'Maximum Capacity' signage displayed at the entrance to our changing rooms and thermal rooms in order to keep you and your fellow Spa-goers safe



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- We have significantly reduced the maximum capacity of guests in each of our facilities at any one time allowing for social distancing to be maintained
- Changing room showers will be available to use throughout your visit
- Shower gels and shampoos have been removed from our changing rooms to prevent cross-contamination. We recommend you bring your own if you wish to use the shower facilities
- We're going cashless! We will be accepting card and contactless payment methods only 

Enhanced Cleaning & Sanitisation

- Please use hand sanitisers available which will be located throughout the Spa & Hotel
- All locker keys are sanitised before and after each use 
- Lockers are thoroughly sanitised between uses and solely allocated to one person for the day. On arrival you will find your locker locked to ensure once sanitised, no one else has accessed
- Reading materials, such as books and magazines have been removed to prevent cross-contamination. We recommend you bring your own if you want to unwind and settle into a good book

Treatments



- We will be offering a reduced treatment menu within our packages during the current time and all treatments must be pre-booked. Our treatment offering may be subject to change, in-line with any future government guidelines
- All our therapists will have increased turn around time between their treatments to carry out an extensive sanitisation throughout their treatment room. This will include increased attention to all therapist and guest touch points, and as always, treatment couch linen removed and replaced
- Therapists will be provided with the correct PPE to carry out your treatments safely
- We kindly ask all our guests to arrive 10 minutes prior to your allocated treatment time. Should you arrive late for your appointment, this will result in the length of treatment being modified accordingly

**We are looking forward to welcoming you back to Whittlebury Spa soon,
for the blissful spa experience each of you truly deserve.**