

# Preparing for your visit

## Thank you for booking your Spa Experience at Whittlebury Spa

We want you to get the very best out of your time with us and ask that you read through the details set out below in preparation for your visit. We hope that this information answers all of your questions however should you require any further information then please contact us on 01327 850489.

### **Prior to Arrival:**

Along with this document you will have received a booking confirmation outlining the package you have booked, please take the time to read this thoroughly to check the details of your booking. Please follow the link on your confirmation email to complete your Medical Consultation Form. This **must** be completed for you and all other members of your group, a minimum of 72 hours prior to your arrival. Two days before your arrival you will receive the itinerary for all members of your group which will outline the times allocated for all elements included in your package, including the use of the Heat & Ice Experiences and your poolside time. As well as this you will receive a menu detailing the choices available to you for the package that you have booked. Please share this with the rest of your group so each individual can have a look through the available menus.

### **On Arrival for Day Guests:**

For our Guests visiting us on a day spa package, we ask you to proceed directly to the Spa on arrival. At this point you will be greeted by our Spa Host who will ask you to sanitise your hands and have your temperature checked before directing you to the right location for your welcome. **Please note due to the strict layout of your Spa Day to ensure we are practicing Social Distancing, if you are running late, we will not be able to re-schedule any of the elements of your package.**

### **On Arrival for Spa Stay Guests:**

For our guests visiting us on a stay spa package, the Spa Host will advise you where to go on arrival when they call you 48 hours prior. You will be greeted on the day by the Spa Host who will ask you to sanitise your hands and have your temperature checked before directing you to the right location for your welcome. **Please note due to the strict layout of your Spa Day to ensure we are practicing Social Distancing, if you are running late, we will not be able to re-schedule any elements of your package.**

We recommend that you bring a separate day bag for your swimwear and daily essentials as your bedroom will be available from 4pm.

### **Treatment Times:**

All treatments will be scheduled between the time of your confirmed arrival and departure.

Should you arrive late for your given treatment time, this will result in a reduced time being available and, in some cases, could result in your treatment being cancelled with full charge.

**During these unprecedented times, to ensure we are adhering to social distancing whilst allowing for thorough cleaning regimes, strict treatment timings will be allocated to each of our guests and timing requests cannot be taken at this current time. Treatments will be scheduled between 9am – 6pm depending on the package you have booked, therefore we ask that you are available between these times.**

Please be aware that it is not always possible to schedule treatment times at the same time as other members of your party.

### **On Departure:**

We kindly request our Day Spa guests to return their locker keys to the ground floor spa reception at their allocated departure time.

For our overnight Spa guests, we request that rooms are vacated and accounts settled in full by 11am on the day of departure. If you have checked in online you will receive a text message on the morning of your departure with a link to your account to settle any outstanding charges. Please leave your key in the drop off point in Reception.

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## The Hair Studio

The Hair Studio offers a full range of services, please visit our website for more details - [www.whittlebury.com/spa/facilities/hairstudio/](http://www.whittlebury.com/spa/facilities/hairstudio/)

## Travelling to Whittlebury Park:

Directions to Whittlebury Park are detailed on the 'Contact Us' section of our hotel website [www.whittlebury.com](http://www.whittlebury.com)

On arrival at Whittlebury, please park in the Hotel & Spa car park. Disabled parking bays are available.

## Medical advice:

All treatments booked, and use of the spa facilities, are subject to medical status. Whilst using the Spa Facilities there are signs located at the entrance to each of the experience rooms which explain in detail any medical contraindications. If you have had, or are suffering from any medical conditions we strongly advise that you read these posters before entering each experience room and speak with your doctor prior to booking your spa experience, especially if it includes any treatments. On booking please advise us if you have any medical conditions 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, ACTIVE/UNDER ACTIVE THYROID, 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 wellbeing 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.

**You will be contacted 48 hours prior to your arrival by the Spa Host who will go through our COVID screening questions. You will then be asked the screening questions again on your arrival, should there be any changes.**

**We strongly advise a temperature check is taken for each member of the group visiting on the morning of your Spa Experience and before leaving your home. If your temperature is above 37.8 please stay at home and contact the spa reservations team on 01327 850489 to reschedule your booking.**

**You will be asked to have your temperature taken on arrival, should this be over 37.8, you will be asked to leave and re-schedule your day. This is for the safety of both our guests and staff.**

## You need to bring:

Suitable swimwear and exercise clothing should you wish to use the gym or join in classes. Both the gym and fitness classes will be bookable on the day of your visit and are subject to availability.

## Refreshments, Dining & Breakfast:

Please note that our dress code is smart/casual. No robes are permitted in any of the hotel restaurants.

All of your inclusive meals will be booked to coincide with your schedule for the day and will be shown on your itinerary.

Herbal tea and bottled water are available throughout the day with our compliments.

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## **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 Spa. In this way, all our guests will be able to enjoy the facilities in a tranquil 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 to read through the “Preparing for your Visit “  
we hope that it will help you to thoroughly enjoy your time with us and we look forward to welcoming you!**