

ClubSpa FAQ's

Making your booking

We recommend you book as far in advance as possible, especially for weekends as this is our most popular time for treatments.

Consultation

Most treatment times include a consultation so your therapist can identify the results you would like from your treatment and deliver the best treatment possible.

Health Conditions

On arrival you will be asked to complete a medical screening form which helps ensure you have a safe and enjoyable experience with us. Some treatments carry certain medical contra-indications and in this instance an alternative treatment may be offered. Please advise us on booking of any health conditions, allergies or injuries so we can advise you of what treatments are suitable.

Please respect our therapists if they advise you that your first choice of treatment is unsuitable; we will always offer the safest and most enjoyable treatment as an alternative.

Medical Conditions

EvergreenSpa is not a medical centre and our staff are not medically trained practitioners. If you have or are suffering from severe allergies, ill health, a particular medical condition or are pregnant we advise you to speak to your GP prior to arrival to ensure you can use EvergreenSpa's full facilities, services and treatments. In some instances, we may require written confirmation from your doctor. If you have had or are undergoing treatment for cancer we cannot carry out any treatment that involves any type of massage. Please speak to our spa manager at the time of booking to discuss your requirements.

Pregnancy

Look out for the (bump) icon for a range of pampering treatments suitable for you during this special time. These treatments are suitable after the first trimester (12 weeks).

Minimum Age

The minimum age to have a Spa Treatment or visit on a Spa Day or Spa Stay is 16 years of age; anyone aged 16 and 17 must be accompanied by an adult (someone over 18).

Double Treatment Room

Our double treatment rooms are ideal for couples or friends to share their treatment time together. Please request this service on booking if required.

Gift Vouchers

If you are redeeming a Gift Voucher, please present it on arrival at Spa Reception.

An alternate method of payment will be required for any forgotten vouchers and of course the voucher can be redeemed on another booking at another time.

Club & Spa

ClubSpa@Kenwick is a member's only club and day spa for visitors. Please respect all club members and fellow guests during your time with us. There will be children using the club and school holiday times may be particularly busy in the swimming pool and on poolside.

Group Bookings

We welcome group bookings to celebrate special occasions and as a place to relax and unwind with friends; however please be aware that we do not allow any celebratory attire at any time during your visit to ClubSpa@Kenwick and Kenwick Park Hotel and grounds. The management reserves the right to ask you to remove any items that are deemed unacceptable.

Late Arrivals & Cancellations

Arriving late for your scheduled appointment will unfortunately result in a reduced treatment time and full payment will still be charged. In the event that you do not attend a scheduled treatment, full payment will still be charged.

Treatment Only Cancellations – Should you need to cancel your appointment we require 24 hours' notice or a 50% charge will be charged.

Spa Day Cancellations – Full payment for Spa Days is required at the time of booking and in the event that you need to cancel or re-arrange we will happily re-arrange your spa day if you need to cancel within 48 hours of the arrival time. You are welcome to re-schedule your spa day for up to 12 weeks after the original date.

The management reserves the right to ask anyone whose behaviour is not acceptable to leave the building without refunding any monies paid.