

Evergreen Spa at Kenwick Policies

Treatments

Ten minutes prior to your treatment time please make your way to the treatment waiting area where your therapist will collect you for your treatment.

Spa treatment times are subject to change up until your arrival time on the day

Arriving late for your scheduled appointment will unfortunately result in a reduced treatment time or loss of the treatment in which case a full payment will still be charged. In the event that you do not attend a scheduled treatment for any reason, full payment will also still be charged.

Please note we advise you to refrain from drinking alcohol prior to having treatments. If you choose to drink alcohol prior to your appointment, you may be refused treatment.

The minimum age requirement to have a Spa treatment is 16.

Medical Conditions & Dietary Requirements

On booking our spa receptionist would have asked the question if there are any dietary requirements or medical conditions for yourself or anyone in your party.

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 or ongoing treatment, 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.

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.

Double Treatment Room

Our double treatment rooms are ideal for couples or friends to share their treatment time together with two beds side by side. Please request this service on booking if required. (Limited availability)

Spa Day Payment

Full payment is required at the time of booking.

Extras on the Day

You are welcome to pay for any additional food, beverage, spa treatments and spa products throughout your day.

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 at Kenwick and Kenwick Park Hotel and grounds. The management reserves the right to ask you to remove any items that are deemed unacceptable.

We require each guest's full name along with the lead guest's contact number, email address so we can keep in touch easily.

Club & Spa

ClubSpa at 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.

On occasions there may be aqua classes taking place in the swimming pool where the pool and Jacuzzi will be closed; during these times you can still use the thermal spa suite and outdoor hydrotherapy pool: Monday 10.30am – 11am & 4.30pm – 7pm / Tuesday 10am – 10.45am / Thursday 10.30am – 11am / Friday 11am – 11.45am

Re-Scheduling your Spa Day

Spa Day Cancellations – In the event that you need to change the date we will happily re-schedule your spa day for up to 8 weeks after the original date, providing you call to re-arrange the booking within 48 hours of the arrival time.

Group Spa Day Cancellations – For groups of 6 or more, 7 days' notice is required to re-schedule a Spa Day reservation.

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).

For health reasons, the thermal spa suite, Jacuzzi or hydrotherapy pool cannot be used during pregnancy.

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 & 17 must be accompanied by an adult (someone over 18).

Anti-social behaviour

The management reserves the right to ask anyone whose behaviour is not acceptable to leave the building without refunding any monies paid. We do not tolerate bad language and excessive drinking amongst other things.

Departure

Please remember to settle any outstanding charges on your account at Spa reception before you depart. Payment can be made by cash or debit/credit card.

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.

Etiquette

Please respect all club members and fellow spa guests during your time at ClubSpa at Kenwick. The management reserves the right to ask anyone whose behaviour is not acceptable to leave the building. No refunds will be given.

Mobile Phones

We request phones etc. are placed in silent mode to ensure the facilities are as relaxing as possible for all users in the spa lounge, relaxation room and treatment rooms.

Mobile phones and tables are not permitted on poolside. If a screen should break if dropped poolside would have to be closed for deep cleaning and if glass were to go in to the water, the entire pool would have to be closed, emptied and refilled. Our no phone policy is also due to photography not being permitted to ensure child protection.

We wish you a relaxing spa retreat with us at Evergreen Spa