

# FISTRAL SPA GUIDELINES

All you need to know about Fistral Spa including opening times and booking amendments. If you have any questions that aren't covered below, please contact us on 01637 852221.

## Opening hours

Fistral Spa is open 7 days a week. The swimming pool, sauna, steam room, hot tub and gym are open between 6.00am and 9.00pm. Treatments are available from 10am until 6pm, however earlier treatments are available on Monday and Thursdays with late night treatments available on Monday, Thursday Friday and Saturday evenings. Hours may vary.

## Make a day of it

You can book any treatment and upgrade your visit with use of the facilities for £5 (*treatments over £49 include facility usage*). Add an Afternoon Tea for £18 per person or Prosecco and chocolates for £10. Please note the spa facilities can only be used by hotel guests, members and people who have treatments booked that day.

## Spa preparation

It is recommended that no alcohol is consumed immediately prior to your arrival and that you consume plenty of water following any treatments.

## What's provided

Robes, slippers and towels are provided on each visit.

## Spa scheduling

In order to make the most of your treatment we would recommend that you arrive 20 minutes prior to your first appointment. This will allow you time to familiarise yourself with your surroundings and to enjoy our relaxation area prior to being collected by your therapist. On busy days, we may have to shorten the treatment time for late arrivals.

## Arrival at the spa

You will be greeted by a member of spa staff who will explain the procedures for your visit as well as the facilities available.

## Spa attire

Prior to your spa treatment we would advise changing into a bath robe and slippers that are provided to allow for maximum relaxation. It is advisable to wear underwear or swimwear underneath although we can provide disposable briefs if you prefer. Please be assured that all of our therapists are highly trained and your modesty will be protected at all times.

## Fitness suite attire

Guests should dress for comfort in a t-shirt or vest with stretch trousers or shorts. Trainers must be worn in the gym.

## Sauna/steam room/hot tub

Suitable swimwear must be worn at all times.

## Dining

Robes may be worn in the restaurant however we request that guests do not wear swimwear within the restaurant or the Bay Bar.

## Spa etiquette

Our spa environment is one of relaxation and tranquillity, allowing time to calm the mind, refocus the body and soothe the soul. Please respect all spa guests' right to privacy and quietness as we kindly ask that mobile phone usage is kept at a minimum and at a respectful level of sound, to ensure a complete experience of wellbeing.

## Children

In order to maintain a haven of tranquillity any person under the age of 18 are not allowed to use the facilities at Fistral Spa.

## Special considerations

Please notify our staff prior to arrival if you are pregnant or have any special medical considerations so that appropriate treatments can be recommended.

## Gift vouchers

Gift vouchers are available for any treatment, day spa package or product and are an ideal present for someone special. Gift vouchers are non-refundable and must be presented to spa reception upon arrival.

## Health conditions

Kindly advise us of any health conditions, including pregnancy, allergies and injuries, which could affect your treatment when making your spa reservation. The spa experience could affect your treatment and a doctor's note may be required.

## Pregnancy

Please advise us prior to arrival if you are or think you could be pregnant as due to the technique's used and strength of the products adaptations may need to be made. Please note that only manicures and pedicures are safe to have within the first trimester, for all other suitable treatments you must be a minimum 12 weeks pregnant.

## Cancellations

As a courtesy to other guests we ask that you provide 24 hours notice if you need to cancel or reschedule your appointment. If you cancel with less than 24 hours notice you will be subject to 50% of the treatment cost. If you give less than 12 hours notice you will be charged the full treatment cost.

## Your feedback

We always appreciate customer feedback as we look to continually improve our offering. Should you wish to discuss any aspect of your treatment or experience, we ask that you request to speak to our spa manager or head therapist prior to departure.

## Lost property

Fistral Spa accepts no responsibility for private property whilst on the premises. We recommend that personal items are left at home and that jewellery is not worn in the spa. We provide lockers to keep belongings safe during their visit, it is the responsibility of the guest to ensure that all belongings are removed from the lockers and gown pockets at the end of their visit.

## Card details will be taken at the time of booking.