



THE CONISTON HOTEL
COUNTRY ESTATE & SPA

Our Commitment to You

COVID-19 GUIDANCE
Updated: 30 December 2020





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Further to the latest Government announcement on 30 December 2020, The Coniston Hotel Country Estate & Spa is now in a Tier 3 area.

Sadly our **hotel, restaurant and activities will temporarily close**, however we understand that **it has never been more important to look after ourselves**, our health and our physical and mental wellbeing, which is why following the Government guidelines and our COVID-19 protocols, **our spa will remain open for members, spa days and treatments**.

Thank you to our customers, colleagues and community, for your continued help and support. From our family to yours, **please stay safe**, we look forward to seeing you again soon.

Belinda & The Coniston Spa Team



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Peace of mind.

The health and safety of you, our members, guests and team is our top priority and we will be adhering to the highest levels of hygiene and sanitation at all times. We have introduced new protocols throughout The Coniston Spa, applying the best practices in social distancing, PPE and cleaning to ensure we follow government advice and are completely COVID-19 compliant.

Training: The team have been trained on how to be courteous and give the same levels of service in the changed environment. Safely operating The Coniston Spa and abiding by social distancing whilst maintaining our high standard of hospitality.

Cleaning: In public areas, we have added to our already rigorous cleaning protocols, requiring that surfaces are treated with hospital-grade disinfectants and that this cleaning is done with increased frequency. All members are responsible for cleaning down gym equipment after use. Treatment rooms will be allocated a therapist and will be disinfected between each guest.

Sanitation: Increased sanitiser and wipes will be available throughout the spa for all to use.

Guest Contact: To help alleviate the risk of COVID-19 transmission through person-to-person contact, we will be using signage in Reception to remind guests and staff to maintain social distancing protocols. We will remove or re-arrange furniture and equipment to allow more space for distancing. We regret that some equipment will not be available due to the social distancing guidance. There will also be a partition at the front desk to provide an extra level of precaution for our guests.

PPE: Following Government guidance, facemasks need to be worn in all public areas of the Hotel and Spa. Appropriate PPE (masks, face shields and gloves) is in place and is available to protect the team.

Children: Due to COVID-19, children will no longer be allowed access to the facility.

Payment: For the foreseeable future, we will only be accepting credit and debit cards as a payment method.

First Aid: Persons requiring first aid must report to Reception or the designated first aid room 'Harmony Treatment Room'. To limit close contact, first aiders will assess the severity of injury to determine if self-administration can be carried out under guidance from a trained first aider (whilst maintaining social distancing). In the event of a serious injury, our usual procedures will be followed. First aiders will ensure that thorough hand washing and sanitising is carried out immediately before and after attending to an injured person. Appropriate PPE will be worn as necessary.

Other: Cushions, newspapers, magazines and marketing materials will be removed from public areas.

Anyone found in breach of our COVID-19 protocols will be instantly removed from the site.

Thank you for your understanding.



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Facilities.

The following **facilities will be open from 30 December 2020**:

- **Thermal Area** – 15 Metre Indoor Swimming Pool, Indoor Jacuzzi, Outdoor Infinity Edge Pool, Sauna, Steam Room and Himalayan Salt Room
- **Gym**
- **Serenity Lounge & Tranquillity Lounge** – Cushions will be removed from furniture.
- **Changing Rooms** – Only members using the thermal area and day spa guests will have access to our changing rooms. If you are using the gym or classes only, please arrive in your gym gear and change at home. All changing facilities and lockers will be disinfected after each 45-minute slot. Six lockers will be made available for use. Toilet facilities will be available.
- **Treatments** – A limited treatment menu is available and must be booked in advance. View [Treatment Menu](#).

The following **facilities will be closed from 30 December 2020**:

- **Classes**
- **Ice Fountain***
- **Nourish**
- **Food & Drink Services**

*Please note that these facilities will reopen following Government guidance.

Opening Times.

Due to the changing COVID-19 restrictions, the spa's opening and operation will be assessed in conjunction with Government updates. **From 4 – 13 January 2021, the spa will be open from 8am – 4pm, seven days a week.**



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Before your visit.

- It is now essential to pre-book your visit to The Coniston Spa. Members need to book a timeslot to use both the gym and thermal area. These timeslots each last 45-minutes. You can book a 45-minute gym session, as well as a 45-minute thermal area session on the same day, subject to availability.
- Pre-booking can be done using the [Members Online Booking Portal](#).

If you have already used our Members Online Booking Portal, please login using the same details as previous. If it is your first time using our Members Online Booking Portal, please login using:

Username: This is the email address you use in relation to The Coniston Spa communications

Password: This will be your first name in lowercase letters

Once logged in, please click 'Book a group activity' to book a thermal and gym session. Click 'Your future group activities' to view and cancel your booked sessions. You can book from 8am, 1 week prior. You can book one thermal and gym session per day however should you wish to stay longer into the next session, please ask a member of staff when you arrive at the spa and if there is availability then they can book you onto the following session. Sadly, due to Tier 3 restrictions, classes are temporarily unavailable.

If you have any questions about the Members Online Booking Portal or have issues logging in, please contact Reservations on members@theconistonhotel.com.

- Prior to your first visit to The Coniston Spa, we are kindly requesting that all members complete our online [Pre-Arrival Questionnaire](#). This short form is to ensure the safety of all members, guests and staff and must be completed no more than 24-hours prior to your using the spa.

During your visit.

- To access The Coniston Spa, members will enter through the main entrance and exit through Nourish.
- Upon arrival, we will check to see if you have completed the online Pre-Arrival Questionnaire or accept your completed printed copy. It is at this point your temperature will be taken and if it is 38 degrees or above, unfortunately you will be denied access to the facility.
- Members are kindly requested to clean down gym equipment with the supplies provided after use.
- On arrival, we will check your Pre-Arrival Questionnaire and take your temperature.
- Please make sure you stay hydrated by bringing your own bottle of water when you visit.
- Sanitiser and wipes will be available throughout the hotel and spa for all to use.



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