

Preparing for your visit

Thank you for booking your spa experience at The Day Spa at Whittlebury Hall.

We want you to get the very best out of your time in our care and would ask that you read through the details set out below, in preparation for your visit.

If this is your first visit to The Day Spa or if you haven't visited us for some time, the information will hopefully answer all of your questions. Should you require any further information prior to your arrival, please contact us on 0845 400 0002.

Spa Days and Overnight Spa Stays

Arrival & Departure Times for Day Spa Experiences:

You will be asked to arrive at 8:30am, 9am, 9:30am, 10am or 10.30am and proceed to The Day Spa Reception on the ground floor of The Day Spa. Please check the arrival time on your confirmation letter. Please note that if you are late arriving we may not always be able to re-schedule missed appointments.

Please check in with The Day Spa Reception, where you will be provided with your locker key. A robe and towel will be in your locker and you may exchange used towels for fresh ones during the day. We recommend you bring your own footwear, alternatively slippers and a Whittlebury Hall spa bag for your personal belongings will be available for you to purchase at The Day Spa Reception for £5.00. There are both communal and private changing areas; vanity areas, shower gel, shampoo and conditioner, hair dryers and hair straighteners are also available with our compliments. You will be given a detailed tour of the spa and leisure club on arrival.

Whilst we are preparing your room for you on the day of arrival and after check-out on the day of your departure we do offer a luggage storage facility at the hotel's main reception. Please contact the porters via reception.

Treatment Times:

Your treatment itinerary will be issued to you on arrival at The Day Spa Reception. All treatments will be scheduled between the time of your confirmed arrival and last treatments will be by 6pm. Should you have any questions with regards to your treatments or your schedule, please contact the Therapy Reception desk on the ground floor of the Spa.

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

Whilst we try to accommodate guest requests for specific treatment times, these cannot be guaranteed and are subject to change. Please be aware that it is not always possible to schedule treatment times at the same time as other members of your party. If you wish to book additional treatments or a hair appointment, we do recommend these are made on making your reservation to avoid disappointment.

On Departure:

We kindly request our Day guests to check out and settle their account at the ground floor reception on departure by 6:30pm

On the day of your departure we request rooms are vacated by 11am. Please report to the Main Hotel Reception to check out, alternatively an Express Check out option is available.

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Opening times:

The Day Spa and Leisure Club are open 7 days a week. Please note that during the Christmas and New Year period our opening times vary from the published times below. Please contact The Day Spa for further details on 0845 400 0002.

THE DAY SPA

Treatment Suites

Mon - Fri: 10am– 8:30pm, Sat, Sun & Bank Holidays: 10am – 6:30pm

Hydrotherapy Pool and Heat and Ice Experiences

Mon - Fri: 8am – 10pm, Sat, Sun & Bank Holidays: 8am – 8pm

THE LEISURE CLUB

Mon – Fri: 6:30am – 10pm, Sat, Sun & Bank Holidays: 8am – 8pm

THE HAIR STUDIO

The Hair Studio offers a full range of services. Whether you are looking for the finishing touches after a day in the Spa, a cut and blow dry or full styling, colouring or bridal service, our team of stylists are on hand. Please contact the Hair Studio direct on 0845 4001405 to discuss your requirements and make an appointment.

Monday, Tuesday, Wednesday: 10am – 6.30pm Thursday & Friday: 9am - 7pm, Saturday: 9am – 6pm, Sunday: closed

Travelling to Whittlebury Hall:

Directions to The Day Spa are detailed on the 'Contact Us' section of our hotel website www.whittleburyhall.co.uk

On arrival at Whittlebury Hall, please park in the Hotel car park as the Golf Club is a separate business. We kindly request our guests to refrain from parking in reserved Leisure Club Member spaces and in areas with double yellow lines. Disabled parking bays are available.

The entrance to The Day Spa is found through the automatic doors on your left as you come down the corridor after crossing the road from the car park.

Guests on an overnight Spa Break are kindly requested to continue to the Hotel Reception to register before going to The Day Spa Reception.

Medical advice:

Our therapists must consult your Medical Questionnaire and will ensure the strictest confidence. All treatments booked, and use of the spa facilities, are subject to medical status. If you have had, or are suffering from any medical condition we strongly advise that you speak with your doctor prior to booking your treatments. On booking please advise us if you have any medical condition 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.

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Please be assured our Reservations Team and Therapists have your health and well being 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.

We do ask that all guests complete and return the Medical Questionnaire prior to arrival. Please follow the link on your confirmation e-mail to complete the Health Questionnaire prior to your arrival. This will speed up your arrival when checking in.

You need to bring:

Suitable swimwear and exercise clothing should you wish to use the gym or join in classes.

RESIDENTIAL SPA BREAKS: We recommend that you bring a separate day bag for your swimwear and daily essentials as your room will not be available until after 3pm. We are able to set up a tab for you to use throughout the day for any extras, so there is no need to carry money or cards around with you. A Credit Card will be required for this facility.

We recommend you bring your own footwear or alternatively The Day Spa slippers will be available for you to purchase at The Day Spa Reception.

Please bring your Confirmation Letter with you on the day and hand into The Reception upon check in.

You will be welcome to use:

- The Leisure Club and Terrace Café
- Our 42 station Cybex Gym on the first floor of The Leisure Club (personal training can be booked with one of our qualified personal trainers in advance, please contact The Leisure Club on 0845 400 1404
- Mind & Body Studio classes can be booked at The Leisure Club reception on the day only and are subject to availability

The Heat and Ice and Spa Facilities are only available to guests who have booked onto a Spa Day or Overnight Spa Package. This can also be added onto any overnight package from £27.50 per person.

Refreshments, Dining & Breakfast:

Both healthy and indulgent breakfast options are available in The Terrace Café between 8am and 10am. Bookings are recommended prior to arrival or join us on the day subject to availability.

Your lunch booking will be made to coincide with your treatment schedule for the day and will be shown on your itinerary. If lunch is not already included in your package, this can be added for just £15.00 per person.

Iced water, herbal tea and fresh fruit are available throughout the day with our compliments.

Other refreshments such as afternoon and cream teas, light meals and a selection of beverages, both alcoholic and non-alcoholic can also be purchased and served in The Terrace Café and in the lounge and waiting area on the first floor of the spa.

If you didn't make a dinner reservation at the time of booking your Spa Break, please telephone the Reservations Team on 0845 400 0002 to reserve a table prior to arrival. Dinner will normally be taken in Astons Restaurant.

To book additional treatments:

Before arrival contact our reservations team on 0845 400 0002. To book any treatments on the day of your visit, contact the Therapy Reception desk on the ground floor of the Spa

Payment:

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You will have been asked to pay in full on booking your visit. If you intend to settle with gift vouchers, please do mention this to us on making your booking and bring the vouchers with you to present them to The Day Spa Reception upon your arrival. Failure to do so may result in full payment being requested. Please note that payments are non-transferrable and non-refundable.

Cancellation policy:

We do request full pre-payment for all bookings and these are non-refundable in the event of a cancellation. We will however extend an option to change your date and rebook another date when this request is made a minimum of two weeks prior to your arrival.

Miscellaneous:

All treatment and package prices are correct at time of publishing and are subject to change. The Day Spa and Whittlebury Hall reserve the right to change, amend, alter or withdraw treatments or packages without prior notice.

There may be occasions when advertised facilities, classes and therapies are not available or appropriate. In such incidents we do reserve the right to vary, amend, cancel or withhold without prior notice.

Children & Younger Guests:

Children under the age of 16 are not permitted to use The Day Spa facility – either treatments or the Heat and Ice Experiences.

Young persons between the ages of 16 and 18 are to be accompanied by an adult whilst visiting The Day Spa. Large groups of young people cannot use the facility – even when with an adult.

Children under the age of 16 have limited swim times during which they can use The Leisure Club as it is principally an adult facility. Children can access the swimming pool when accompanied by an adult during the following times only: Saturdays 8am - 9am, 4pm - 6pm and Sundays 10am - 12pm

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 Day Spa facility. In this way, all our guests will be able to enjoy the facilities in a convivial 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 day or stay with us.