

THE SPA

AT CHEVIN COUNTRY PARK HOTEL

YOUR VISIT

WHEN TO ARRIVE

We advise that you arrive at least 15 minutes prior to your first treatment to allow sufficient time to check-in, complete our required consultation card, and prepare for your treatment in line with our coronavirus safety guidelines. Out of courtesy to all guests, we do operate a prompt appointment schedule.

We do understand that sometimes our guests may arrive late for one reason or another. In this instance, every possible effect will be made to accommodate guests where possible, but so other guests are not affected, it may be necessary to reduce the time, reschedule or cancel the treatment

CORONAVIRUS SAFETY GUIDELINES

Please wash your hands on arrival followed by the use of hand sanitiser provided. Please follow directions provided by the spa staff to ensure social distancing is adhered to. Please wear a face mask to your appointment, alternatively we can provide one for you at the surcharge of £2.00 will be added to your bill. Card payments only no cash will be accepted. No refreshments or glasses of water will be provided within the spa, however, you may bring a refillable bottle with you if you wish. Please minimise the number of belongings you bring with you and please reschedule if you feel symptoms of any illness. Relaxation and waiting areas along with facilities may be limited or closed at this time. Set times of use may be given if applicable

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AGE REQUIREMENTS

The minimum age to enjoy a spa treatment is 18

PREGNANCY

It is important to inform us if you are, or possibly, pregnant so that we can advise the appropriate treatments

TREATMENT ROOMS

Treatment rooms will be allocated prior to your arrival and guests of the same household may be allocated a dual treatment room subject to availability

CANCELLATION POLICY

We do require 48 hours notice for cancellation. No refunds will be given at this time, however we can reschedule your appointment subject to availability

ENJOY YOUR VISIT