



HARTWELL SPA

From 16th August 2021

Covid-19 Measures for the Safe Return of Spa Guests

We have taken the best advice to ensure everything is in place for your visit that will be as safe as it will be enjoyable, as most freedoms return whilst some safety measures remain. These measures apply to all guests and everybody working at the Spa.



SPA MEMBERS AND GUESTS

- Spa members may use the Spa at any time by appointment, and member exclusively by appointment from 7.30am to 9.30am and from 6pm onwards, Hotel guests may visit the Spa between 9.15am to 6pm, in all cases on a one in one out basis and by appointment for a visit of 1hr 30mins maximum duration.
- We are unable to accommodate a visit without a confirmed appointment, including for members.
- Spa members and guests over the age of 18 years may use the Spa.
- Please complete and return a health questionnaire the day before your visit, including if there are any changes in your circumstances or travel from abroad.
- A temperature check is available upon your arrival.
- We recommend face coverings are used in hallways and public areas of the hotel and Spa.
- No handshakes, please!
- Hand sanitiser is available at strategic points.
- Please respect social distancing in the Spa.
- Please return locker keys to the key box at Spa Reception.
- Special cleaning and sanitisation of public areas and touch surfaces will take place by staff.
- Your account will be presented electronically, and card payments are preferred.



In 2008 Hartwell House, Middlethorpe Hall and Bodysgallen Hall were given to the NATIONAL TRUST to ensure their long-term protection



SPA SERVICES, CHANGING ROOMS AND TREATMENTS

- The saunas and steam room will be in operation allowing two people at one time, or guests from the same household.
- The Spa bath will be in operation, allowing two people in the spa bath at one time, or guests from the same household, with 15-minute sessions.
- The Gymnasium will be booked by appointment, allowing two people only, or more from a single household, to use it for maximum 1 hour.
- Please respect social distancing at the Spa Reception, in the changing rooms, poolside and on the sun terrace.
- The Hartwell Café will reopen on 23rd August from 10.30am to 3pm offering a coffee and cakes menu.
- A treatment selection is available, and is shown on the Spa treatment page of our website.



SPA VISITOR HEALTH

- The health and safety of all our visitors is our main concern.
- Please bring with you the health questionnaire in advance of your visit.
- Please do not visit the spa/hotel, even if you have a booking, if you feel in any way unwell.
- If taken ill at the spa, spa visitors should depart, hotel guests return to their room, self-isolate and contact hotel management. If it is necessary for guests to return home, any balance of your reservation will be refunded.
- Please wash hands and sanitise regularly. Hand-washing by guest and therapist will be a part of every treatment.



OUR STAFF, CONTRACTORS AND SUPPLIERS

are committed to guest safety, and:

- Staff will wear face masks in treatment rooms.
- Will not attend if not well
- Will wash hands frequently
- Will sanitise hands frequently
- Will use PPE as directed. Therapists will wear visors in all treatments.
- Will practise social distancing
- Will attend site only when expected in advance
- Will complete a questionnaire pre-arrival on request, and undertake any health check requested.
- Suppliers will not enter building unless agreed
- Suppliers will not use lavatories on premises

