



PLEASE NOTE WHEN BOOKING TREATMENTS...

We would like to inform you that appointment times includes 5-10 minutes for consultation and changing.

Male clients are requested to wear under garments whilst having treatments.

If you are taking medication, have recently had any operations or illness or have a medical condition, it is advisable that you consult your doctor before booking any treatments.

If you are in the first trimester of your pregnancy, we would advise that certain treatments are not suitable. This can be discussed further on booking your treatments.

Please advise in advance if you suffer from any allergies or skin sensitivity, dermatitis contact eczema or psoriasis.

In the interest of hygiene, we do not recommend pedicures or reflexology if you suffer from verrucas or fungal infections.

Any personal information given is held in the strictest of confidence.

It is advisable to book treatments in advance to avoid any disappointment.

Treatments are not available for those under the age of 16.

The range of treatments available in the Spa is varied, and not all may be suitable for every individual. If you are taking medication, have recently had an operation or illness, or have a medical condition, including cancer, it is advisable to consult your doctor before booking any treatments. If in doubt, please ask our therapist who has been trained to know what circumstances a treatment should not proceed or when to refer a client to a doctor and can recommend alternative treatments. We do not wish to disappoint but your health and well-being are always our priority.

BOOKING CONDITIONS...

We respectfully remind guests that a reservation constitutes a contract between them and Hartwell House and a charge will be incurred for any treatment cancelled less than 24 hours prior to appointment. (Seven days for Spa Experience and Day Packages)

So that our clients are not inconvenienced, clients are requested to attend punctually for treatment. Those arriving late (who will still be charged at the tariff price) may receive a shorter treatment and unless more than 30 minutes late will probably not be able to receive the treatment booked.

These prices are valid from 1st April 2026. Our tariffs are fully inclusive of VAT.



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