

**General.** The term "Spa" means the Spa facility as a whole and includes the swim spa, hot tub, the Spa building and any other facilities included therein. It includes the sauna where paid for as an extra. This is a private hire facility. We do not have life guards on duty and you are solely responsible for your behaviour and safety, and for that of any guests in your party, whilst using our Spa. We would draw to your attention the safety notices on the walls of the Spa.

**Medical conditions.** Please also see the Safety Considerations regarding medical complaints. In particular you will need medical permission to use the Spa if you are pregnant, have high blood pressure or are taking medication. **NEVER** use the facilities while under the influence of drugs of any kind.

- **This is an adult only facility.** Guests must be 18 or over. Under 21's will only be accepted with our prior written agreement.

**Bookings and deposits.** Bookings are subject to availability and we recommend booking early to avoid disappointment. Payment is required on booking for all sessions. Bookings can be made via our pampering desk on 01461 700208 open 9 am to 5 pm (9 am to 9pm peak season).

**Cancellations.** We do not offer cancellation insurance. Except in exceptional circumstances and at our complete discretion, no refunds will be given for the cancellation of any booking due to take place less than 24 hours from the point of cancellation. Bookings may not be transferred to any third party without our prior written agreement (see also below re security).

**Opening hours.** The hours of each session are specific and not flexible. If you are late you will lose some of your own time in the Spa - we will not be able to extend your stay to compensate. We reserve the right, if necessary in emergencies or for the purposes of repair or maintenance, to alter these hours. We will do all we can to notify you of any changes in advance of your booking.

**Charges.** Our normal rates are based on the hire of the unit itself, with a maximum of 4 guests. Extra charges are made for additional guests (maximum numbers apply - please check) and for specific add ons.

**Discounts.** We offer 20 % discount where the party consists of just 2 adults. If this discount has been given in error, the balance of the session will become payable immediately on discovery.

**Sauna and showering. It is important that you shower before and after use of the Spa.** We use chlorine as an anti bacterial agent, which can have a drying effect on the skin & hair. We provide moisturising shower gel, shampoo & conditioner - please make use of these. **In addition, it is particularly important that you shower after use of the sauna.** This is both to remove any toxins from your skin (a natural effect of the sauna) & to protect the spa equipment.

- **Food and drink.** Different people are allergic to different things. **You may not consume any food or drink (including sweets) in the spa facility other than that provided by us.** If you do, this will invalidate insurance cover in the event of accident or injury, you will be liable for any loss of earnings where other bookings have to be cancelled as a result of your action. And we will not be able to accept any further bookings from you as a result.

**Electrical equipment.** Electrical equipment not provided by ourselves. may not be taken or used in the Spa building at any time.

**Smoking.** It is a **criminal offence** to smoke in our spa.

**Cameras.** For your safety and security recorded CC TV operates on the Park and in the Spa building itself.

**Check in and security.** You are required to check in and register **prior** to your session. Only the person named on the booking form may check in. Access to the Spa will be denied where the person so named is not available to check in. That person is also responsible for the booking, for the behaviour of the party as a whole and for the repair or reinstatement of any damage occasioned to our property accidentally or otherwise, in the course of your session.

The person so named may not leave the Spa building before their guests.

**Leaving the Spa.** We ask you to ensure that you vacate the unit **promptly** so that we can prepare it for the next guest & so that the next guest can enjoy his allotted time. **Cleaners will come in at your scheduled end time . To avoid any embarrassment (for you - our cleaners won't bat an eyelid!) do please make sure that you adhere to the time allowed.** Please ensure that you leave the Spa quietly so as not to disturb or annoy other users of the park.

**Controls.** The equipment controls are **preset** for your own safety and well being. Anyone found tampering with the controls will be asked to leave. No refund will be given and a charge will be made for any damage caused. This will include a loss of earnings claim where other bookings have to be cancelled as a result of your action.

**Noise.** We ask you to keep noise to be to a minimum, especially outside in the hot tub.

**Hair and dress.** We require all guests in the Spa to dress in a manner appropriate to the activity being engaged in. Long hair should be tied back and care should be taken not to block the filters or vents in the spas. We recommend the use of bathing caps at all times.

- **Fake / spray tan.** Fake tan plays havoc with our pipes! Please do not use the spa if you have had a spray tan within the last 14 days. If you do, your tan will come off with the chlorine (so you'll have wasted your money). we will have to drain down to replace the water (so we'll lose bookings) and we'll look to you for compensation. And we will not be able to accept any further bookings from you as a result.
- **Behaviour.** This is an adult relaxation / fitness facility and the facility must be used appropriately. Users of the Spa may not run, jump or dive in the Spa building or facilities. We operate a zero tolerance policy towards rowdiness, rudeness and aggression of any kind. We reserve the right at all times to refuse entry to the park or Spa, or to remove from the park or Spa any guest or party whose behaviour has caused us, our staff or our other guests concern or offence. Such notice will be verbal and you are required in this case to leave immediately. **No refund will be given in such circumstances.**

**Damage or accident.** Any damage to the Spa or facilities or other accident or injury must be reported to us immediately. "Immediately" means in this context **before you leave the park at the end of your spa session.** Failure to do so will by necessity invalidate any later claim. The company can accept no liability for accident, injury or misadventure caused by your own actions. Guests are responsible for making their own insurance arrangements in respect of injuries suffered by them or their guests or to any third party.

**Complaints.** We take the running of our business very seriously & we want to hear from you if you have any comments, good or bad, or recommendations for improvements. We can only improve if we listen to what our guests actually want! If you have a complaint or other comment - or even praise! - please speak to Lauren Gass or Cathy Grant, who will take the matter forwards.