

## **Spa Terms and Conditions**

### **Medical Conditions**

Please note any medical conditions must be disclosed to Greenwoods Hotel prior to your arrival to avoid the cancellation of treatments on the day.

Clients with cancer/in remission from cancer:

- Greenwoods Hotel policy requires clients who have suffered from cancer to be in remission for over 5 years to enable them to have certain treatments. Please consult with the spa before booking treatments.

Pregnant women under 3 months can only have:

- Use of the pool and relax room
- Manicure
- Pedicure
- Mini Facial
- Hand Massage
- Reiki

Pregnant women over 3 months can only have:

- Use of pool and relax room
- Manicure
- Pedicure
- Mother to Be Treatment
- Back Massage on a chair
- Mini Facial
- Full Facial
- Hand Massage
- Scalp Massage
- Indian Head Massage – slightly altered
- Reiki

Iodine allergies, thyroid problems, seafood and shellfish allergies cannot have:

- Aroma Spa Ocean Wrap
- Aroma Envelopments
- Perfect Contour
- Perfect Bust
- Perfect Legs
- Lime and Ginger Salt Glow Scrub
- Fennel Cleanse Cellulite and Colon Therapy

Diabetes sufferers cannot have:

- Lime and Ginger Salt Glow Scrub
- Aroma Stone Therapy
- Any Detox treatments
- Cuticles trimmed or nails cut

The following conditions require a doctor's note before having any treatments:

- Severe Circulatory Disorders
- Heart conditions
- High Blood Pressure (if not on medication)
- Low Blood Pressure (if not on medication)
- Dysfunction of the Nervous System
- Epilepsy
- Diabetes
- Cancer
- Recent operations
- Osteoporosis
- Allergies especially nut and fruit
- Physiotherapy/Back injuries

Always check with the Spa if unsure on their direct line 01277 829220.

The following treatments require a 24 hour patch test:

- Eyelash tinting
- Eyebrow tinting
- Tri Enzyme Resurfacing Facial

### Spa Etiquette

- Monday to Thursday, day spa packages commence at 9.30am and finish at 7pm. Treatments in the spa start at 10am and finish at 7pm.
- Friday, Saturday and Sunday, day spa packages commence at 9am and finish at 6.30pm. Treatments in the spa start at 9.30am and finish at 6.30pm
- Please note that Greenwoods Hotel cannot accept responsibility for missed treatments due to late arrival or early departure from the spa.
- It is advisable to pre-book additional treatments to avoid disappointment on the day. Please note payment is required upon booking. If you would like to book additional treatments please ring our Reservations Team on 01277 829990.
- Please note treatment times are subject to change without prior notice, although every attempt will be made to ensure your schedule remains the same. Greenwoods Hotel cannot accept responsibility for missed aqua classes due to pre-scheduled treatments.

- Please note Guests must be dressed in their own attire when either relaxing in the lounge bar or dining in the restaurant.
- You will receive your treatment schedule detailing the times of your treatment(s) on arrival.
- A dressing gown, slippers, hairdryers and a towel are provided. If you wish to take part in any of the gym activities you will need to bring suitable clothing/footwear. Personal headphones can also be used with the equipment. You will also require swimwear for use in the pool.
- Lockers are made available for you on arrival for the duration of your stay. Please note that the lockers are £1 coin operated and therefore you will need to ensure you bring the appropriate coinage.
- Please note that children under the age of sixteen are not permitted in the spa.

#### Cancellation policy

- We require full payment on booking.
- Our cancellation policy is 7 days prior to arrival.
- To receive a full refund of any deposits made, please allow a full 7 days notice of your cancellation. If you are unable to give 7 days notice then no refund will be given. However, your booking can be moved to another date for a £10.00 administration fee per person.
- Please note that Greenwoods Hotel is unable to give refunds on vouchers purchased. Vouchers must be used by the expiry date on the voucher and this expiry date cannot be extended under any circumstances.