

PREPARING FOR YOUR VISIT

THANK YOU FOR BOOKING YOUR SPA EXPERIENCE AT WHITTLEBURY SPA

We want you to get the very best out of your time with us and ask that you read through the details set out below in preparation for your visit. We hope that this information answers all of your questions however should you require any further information then please contact us on 01327 850 489.

PRIOR TO ARRIVAL

Along with this document you will have received a booking confirmation outlining the package you have booked, please take the time to read this thoroughly to check the details of your booking. Please follow the link on your confirmation email to complete your Medical Consultation Form. This must be completed for you and all other members of your group, a minimum of 72 hours prior to your arrival. Two days before your arrival you will receive the itinerary for all members of your group which will outline the times allocated for all elements included in your package.

ON ARRIVAL FOR DAY SPA GUESTS

For our guests visiting us on a day spa package, we ask you to proceed directly to the Spa Reception for your allocated arrival time specified on your itinerary, this is sent via email two days before your arrival date. If you are running late, it is not always possible to re-schedule elements in your package and therefore could result in that element of your package being missed entirely.

ON ARRIVAL FOR RESIDENT SPA GUESTS

For our guests visiting us on a stay spa package, we ask you to proceed directly to the Spa Reception for your allocated arrival time specified on your itinerary, this is sent via email two days before your arrival date. If you are running late, it is not always possible to re-schedule elements in your package and therefore could result in that element of your package being missed entirely.

We recommend that you bring a separate day bag for your swimwear and daily essentials as your bedroom will be available from 4pm. Our Hotel Reception will be happy to store any overnight bags should you wish to take them over prior to your scheduled Spa arrival time.

TREATMENT TIMES

All treatments will be scheduled between the time of your confirmed arrival and departure time of your package.

Should you arrive late for your given treatment time, this will result in a reduced time being available and, in some cases, could result in your treatment being cancelled with full charge.

Please note strict treatment timings will be allocated to each of our guests. Any timing request for treatments must be given at the booking stage. Whilst we always try our best to accommodate any requests this is not always possible. Treatments will be scheduled between 9am – 6pm depending on the package you have booked; therefore we ask that you are available between these times.

Please be aware that it is not always possible to schedule treatment times at the same time as other members of your party.

Should you wish to book additional treatments, we advise you do this as soon as possible as availability is not guaranteed.

ON DEPARTURE

We kindly request our Day Spa guests to return their locker keys and robes to the ground floor spa reception by their departure time. For our overnight Spa guests, we request that rooms are vacated and accounts settled in full by 11am on the day of departure. If you have checked in online you will receive a text message on the morning of your departure with a link to your account to settle any outstanding charges. Please leave your key in the drop off point in Reception.

TRAVELLING TO WHITTLEBURY PARK

Directions to Whittlebury Park are detailed on the 'Contact Us' section of our hotel website: www.whittlebury.com

On arrival at Whittlebury, please park in the Hotel & Spa car park. Disabled parking bays are available.

MEDICAL ADVICE

All treatments booked, and use of the spa facilities, are subject to medical status. Whilst using the Spa Facilities there are signs located at the entrance to each of the experience rooms which explain in detail any medical contra-indications. If you have had, or are suffering from any medical conditions we strongly advise that you read these posters before entering each experience room and speak with your doctor prior to booking your spa experience, especially if it includes any treatments. On booking please advise us if you have any medical conditions or allergies in order that we may recommend suitable therapy.

The set of guidelines below is not an exhaustive list and only serves to highlight some of the main medical indicators where treatments may not be advised:

PREGNANCY, MOBILITY PROBLEMS, ACTIVE/UNDER ACTIVE THYROID, VERRUCAS/WARTS, HEART PROBLEMS, EPILEPSY, SKIN DISEASES/DISORDERS, DIABETES, METAL PINS/PLATES, CLAUSTROPHOBIA, EAR INFECTIONS, CANCER, SURGERY IN THE LAST 3 MONTHS, NUTS OR WHEAT ALLERGIES AND SEAFOOD/SHELLFISH ALLERGIES.

Please be assured our Reservations Team and Therapists have your health and well-being at the forefront. If you have any of the above medical conditions there may be a risk or restriction to any of the treatments listed. You are advised to contact us or your GP prior to arrival.

WHAT TO BRING WITH YOU

Suitable swim-wear and exercise clothing should you wish to use the gym or join in classes. Both the gym and fitness classes will be bookable on the day of your visit and are subject to availability. Please double-check your package inclusions as depending on the package you have booked, you may need to bring footwear with you (slippers or flip flops) alternatively, these are available to purchase at the Day Spa reception.

All guests with use of the Heat and Ice facilities will be provided a robe and towel to use during their day.

Additional towels can be requested from the Spa Reception team should you require one.

REFRESHMENTS, DINING & BREAKFAST

Herbal tea is available upon check-in at the Spa Reception, along with water which is readily available throughout the day.

All your inclusive meals will be booked to coincide with your schedule for the day.

Dining in the Terrace Café

Please note all our Spa packages that include brunch, buffet lunch, cream tea or our twilight buffet dinner will be dining in our Terrace Café and therefore you are able to stay in your robe.

Dining in the Hotel

Please note that our dress code is smart/casual. Robes are not permitted in Astons, Murrays or the Silverstone bar restaurants.

SMOKING, EXCESSIVE NOISE OR DISTURBANCE AND MOBILE PHONES

We kindly request all guests to respect other Spa users by refraining from the use of mobile phones, reserving poolside loungers and to keep noise to an agreeable level throughout the Spa. In this way, all our guests will be able to enjoy the facilities in a tranquil and stress-free atmosphere.

We reserve the right to ask any guest or group of guests to leave the Spa if they are disturbing other users of the facilities.

A designated smoking area is available on the open terrace outside the Silverstone Bar.

Thank you for taking the time to read through the "Preparing for your Visit", we hope that it will help you to thoroughly enjoy your time with us and we look forward to welcoming you.