

Smallshaw Spa

What to Expect &
Booking Terms and
Conditions





Consultation Cards

We have gone digital. You will be sent an online consultation card to be completed prior to your visit. Even if you have been before, you will still need to complete this, it ensures we have the most up to date information for you.

Changing Rooms

We stagger arrival/departure times so that you can have the changing room to yourselves. Please do keep to these times to ensure you get the most out of your spa experience.

Session/ Appointment Timing

To enable us to run smoothly session and appointment times that you have been given MUST be adhered to, this will enable you to get the most out of your spa experience and to make it relaxing for everyone.

We would ask that you come to the spa reception 5/ 10minutes before your appointment time or your allocated session time. It is so important to keep to these times to enable us to run the day smoothly.

If you arrive early please do wait in the car until your allocated time

If you arrive late, please do call us on 01226 767506 and we can advise the best course of action round our other guests.

Payments

Full payment is taken at the time of booking for all individual spa bookings.

For a group 20% deposit is required to secure a date/ session time with the balance being due four weeks before the date itself.

If you've already paid but realise you'd like to use a gift voucher instead, no problem at all, we're happy to help but just a small £5 admin fee applies to cover the cost of processing the change.

What To Bring if using Spa

You will be provided a robe, spa towel and shower towel as well as plastic bag to take home your wet swimwear during your visit to the spa. Remember to bring your;

- own flip flops (we are happy for you to be in bare feet in the spa if you prefer)
- bottle of water. If you would like to but we do provide cups.

Numbers in Spa

We are keeping the limit to numbers in the spa to 10 at one time.

Used Towels and Robes

Please place all used towels and robes in your locker at the end of your visit, lock the locker and please bring the key to reception.

Payments for Extras

Any payments for extras at the spa must be paid before departure.

Mobile Phones & Smoking

Phones are to be switched off in the Spa and we operate a no-smoking policy inside and outside of the spa building.

Products

Please refrain from bringing your own products or oils with the intention to use in the Thermal Suite or Quiet Room in our Spa.

Food & Drink

We offer a range of drinks from tea/coffee to Prosecco or Bradfield Brewery's beers. We also sell a selection of Yummy Yorkshire ice cream. We do not allow any food or drink on the premises which has not been purchased here.

Noise

Whilst using the spa, kick back and enjoy the surroundings but remember that this is a place of serenity to relax and unwind so please keep noise to a minimum ensuring that you and all our guests get the most out of the Spa Experience.

Group Bookings for the Spa

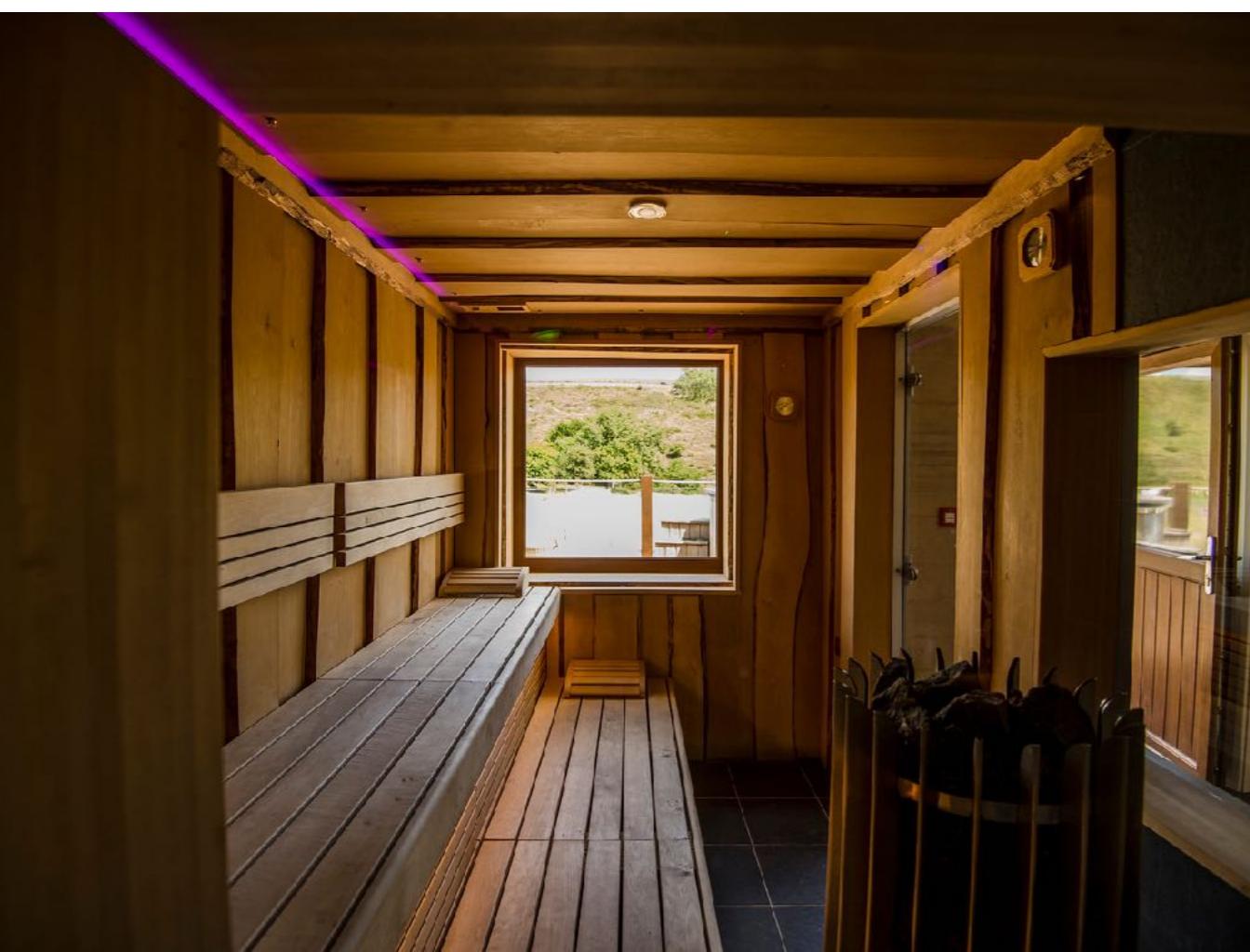
5 is the maximum you can book for as individuals, any more than this it is classed as a group.

In order to maintain the ambience you would expect from a spa, we limit bookings to a maximum of five people in any one session without it then becoming exclusive use with 6 or more people. We only accept bookings of 6 people or more if you book one of these packages.

Cancellations

Full payment is required to secure the booking. If you need to cancel, if more than 48 hours notice is given then a reschedule is possible. If cancellations are received within 48 hours the booking will be charged at the full cost unless we are able to relet the booking.

Please note that for exclusive use bookings a refund is not possible unless four weeks notice is given.



Health. Pregnancy & Age

We would ask that at the time of booking you make us aware of any health or medical issues so we can consider any alterations to treatments and/or products or necessary amendments.

Total Contraindications - When you have any of these conditions, please do not use our Thermal Suite or book a treatment.

- Fever
- Contagious diseases, including cold or flu, no matter how mild
- Under the influence of drugs or alcohol-including prescription pain medication
- Recent operations or acute injuries
- Neuritis
- Skin diseases

Local Contraindications - The therapist can massage but not over any areas affected by:

- Varicose veins or any undiagnosed lumps or bumps
- Pregnancy - see below
- Bruising, Cuts and Abrasions
- Sunburn
- Undiagnosed pain
- Inflammation, including arthritis

Medical Contraindications - If you suffer from any of the following conditions, use of the Thermal Suite or treatments can only take place once it has been approved before your session in writing by your GP.

- Cardio-vascular conditions (thrombosis, phlebitis, hypertension, heart conditions)
- Any condition already being treated by a medical practitioner
- Oedema
- High blood pressure
- Osteoporosis
- Cancer
- Nervous or psychotic conditions
- Heart problems, angina, those with pacemakers
- Epilepsy or Diabetes

Additionally, if you are pregnant, please do check with your doctor before booking a treatment. Unfortunately if you are under 12 weeks of pregnancy we are unable to offer any treatments to you. Throughout the full 9 months of pregnancy the Thermal Suite is not suitable to use.

You must be aged 14 or over to experience treatment or use the Thermal Suite. If 14 you must be accompanied by an adult, if 18 or over unaccompanied and treatments will be in the double treatment room.