

Thank you for booking your spa treatment with us. We look forward to welcoming you.

The welfare of our guests and staff has always been our first priority. We have the necessary precautions in place to minimise the risk of Covid-19 to keep you and your loved ones safe.

However, we are reliant on everyone doing their bit to respect the new legislation and guidelines so you can enjoy the facilities the spa has to offer.

As we enter into a new era, the Spa will be operating under very different circumstances with layer upon layer of new processes, procedures and guidelines in place to ensure your safety and wellbeing and that of our teams working during your visit. We ask for your understanding and, most of all, patience during this time as we all come to terms with this new way of working.

Like us all we have all missed having treatments, spa days and using the facilities, we have been working endlessly to conform to all the government guidelines to make your visit as relaxed and safe as possible. We were delighted and honoured the first Hotel in the South West to be awarded the hospitality in tourism governing body Kite Mark award' which translates that we are "safe, clean and legal" to welcome you.

Whilst the experience will be a little different to before we call it the "new normal", staff will be wearing PPE during treatments (which will include gloves during a massage) and around the facility. Limited numbers will be allowed to use the spa & gym facilities at one time and sanitize stations will be provided for your use.

We request that you shower at home before arriving at the spa facilities, and ask all guests to wear their bathing costumers under their normal clothing, to save congestion within the changing rooms.

**Showers will not be operational within the changing rooms other than for disabled guests**

### **The Swimming pool**

Under new government legislation we have been instructed to reduce our bathing load (number of swimmers in the pool at any given time) we are required to only permit 16 people within the swimming pool at any one time to comply with the 3mSq social distancing requirement. This will be implemented to ensure your safety.

During very busy periods, you may be asked to wait until other bathers have left the pool, please be patient with our teams, your safety is our priority.

### **Pool side**

We have reduced the number of sun loungers pool side which have been positioned within the pool side area to ensure social distancing, the cushions have been removed for your safety, please feel free to sit or lay on the sun loungers using your towel or spa robe.

### **Sauna, Steam Room**

Due to current Government legislation these facilities will remain closed until notified otherwise

### **Jacuzzi**

Maximum number permitted within the jacuzzi is 6, all must be from the same household or social bubble.

### **Gymnasium**

The Gym will also reopen for the enjoyment of all on the 25th July 2020. However, please observe social distancing at all times when using the gym. A sanitizer and disposable blue paper roll will be provided, and respectfully ask that you sanitise all equipment prior to and upon completion of each piece of equipment used.

**No more than 4 people at any one time will be permitted into the gym**

### **Food service**

**BAR AND BISTRO – (we have moved)**

We would be delighted to see you in our new "upstairs" Bar, bistro and sun terrace. However, due to the Coronavirus our operation has had to change as we reopen to a new era, providing full compliance with the government guidelines for hotels and self-catering accommodation providers, to ensure socials distancing is observed by all.

To ensure your safety, and that of our teams working within the main building, and accommodate new legislation. We have moved our entire food and beverage operation to the 1st floor of the main building. The Dartmouth and Kingsbridge suites also offer fantastic panorama views of the local south Devon country side.

If you have a 2 course lunch in your package this has been replaced with a fabulous afternoon tea which needs to be pre-booked 24 hours in advance to ensure dietary requirements are met. IF you have booked in advance for your spa day please call nearer the date of your booking to confirm if the lunch option may be available.

### **Treatments/Spa Days**

For your treatments, we ask that you kindly either print and fill out a consultation form and bring with you on the day (this will be emailed to you upon booking treatments) Alternatively, return it to the spa via email prior to your arrival. This is to prevent people waiting and congregating at the reception.

As of 15<sup>th</sup> August ALL treatments are now available! ☺

Try to bring limited amount of items with you if possible and we request that you shower at home before arriving at the spa facilities, and ask all guests to wear their bathing costumers under their normal clothing, to save congestion within the changing rooms. **Showers will not be operational within the changing rooms other than for disabled guests.** So please be aware you will have to shower at home after your spa day also.

**Please remember** to bring a £1 coin to be able to use the lockers!

As of Saturday 8<sup>th</sup> Aug due to government guidelines please bring your own mask to wear in and around the hotel ,spa reception, relax area and changing rooms. This excludes gym and poolside.

Please sanitise your hands when entering the building and you will be greeted at the spa reception with a member of staff.

We will only be accepting credit or debit card payments or pre purchased vouchers only.

You will be required to provide us with your contact details on entry for 'track and trace' purposes.

No groups larger than 6 people will be allowed to book, also people coming on spa days together must be either within their household or social bubble.

We look forward to welcoming you.

Any questions call 01803 712017 or email us on [Spa@thedartmouthhotel.co.uk](mailto:Spa@thedartmouthhotel.co.uk)

Kind Regards

The Dartmouth Spa Team