

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 costumes under their normal clothing, to save congestion within the changing rooms.

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,

IS CLOSED UNTIL MAY 17th

Steam Room

IS CLOSED UNTIL MAY 17th

Jacuzzi

Maximum number permitted within the jacuzzi is 6 for 15mins at a time, all must be from the same household or social bubble.

Rasul

IS CLOSED UNTIL MAY 17th

Gymnasium

The Gym is up and running. 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. **Time slot reservations are being taken for the gym.**

No more than 2 people from different households or up to 4 from the same household.

Food service BAR AND BISTRO –

LIMITED Outside seating is available for table service only. With a small menu of pizzas, jacket potatoes and snacks available until May 17th when our restaurant will be fully up and running.

Treatments/Spa Days- Are ALL Available.

For your spa day treatments, we ask that you kindly ask that you complete the customer portal sent to you via your confirmation email. This is to prevent people waiting and congregating at the reception. If this has not been received then you are welcome to complete on arrival. **A mask must be worn when having a treatment also.**

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 costumes 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.

Also just a note to say that our hairdryers and straighteners have been removed as these would be a very high risk transmission point.

Please remember to bring a £1 coin to be able to use the lockers! We also recommend you bring your own water bottle to refill and use to keep yourself hydrated throughout the day.

As of Saturday 8th 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

Kind Regards

The Dartmouth Spa Team