

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 and around the facility. 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.

The Swimming pool

Is all up and running as usual. Kids swim times are 9am-10.30am & 4pm-6pm these times do get very busy so we ask to try and avoid these times for your facility use. We **STRONGLY** ask that **ALL** guests **MUST** shower before entering the pool this will help keep the pool safe and clean.

Pool side

Our Spa Lounger cushions have been replaced with waterproof wipeable ones for your safety we just ask that you lay on your towel while using them and that you **DO NOT RESERVE** loungers at any time with your towel or robe.

Sauna,

This will be santised regularly throughout the day for your safety and we also provide a bucket full of sanitiser with a cloth that you are welcome to use prior to use. This is a small sauna and now social distancing isn't a legal requirement we ask if you can respect others personal space.

Steam Room

This will be santised regularly throughout the day for your safety and we also provide a bucket full of sanitiser with a cloth that you are welcome to use prior to use.

Jacuzzi

Maximum number permitted within the jacuzzi is 6 for 15mins at a time, now social distancing isn't a legal requirement we ask if you can respect others personal space and only join others if they are happy for you to do so. The Jacuzzi flooring is currently under emergency repair until a contractor can re fit an entire floor. It is open for use and is under full working order but please excuse our temporary repairs.

Rasul

Is all up and running as per usual time slots run from 10am-6pm every day. This is sanitised in between each guests use.

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 can be taken for the gym.**

Food service **BAR AND BISTRO** –

Our 2 course spa lunches are all up and running as usual. Otherwise the Bar and Bistro offer a full menu selection throughout the day. We ask that you inform us in advance of any dietary req or allergies. Our 2 course lunch will be replaced on Sundays with the Sunday Carvery this is only from 1230pm-3pm so please book. You are also welcome to go up to the Bar & Bistro at any time in your robes for snacks, hot or cold drinks. If you wish to bring any drinks into the spa we ask that this is done in a takeaway cup or plastic glass as poolside is a glass free zone.

Treatments/Spa Days- Are ALL Available.

For your spa day treatments, we ask that you kindly ask that you complete a consultation form in advance. [Spa Consultation Form.pdf](#) 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. **We ask if you would kindly wear a mask for your treatments this would be appreciated.**

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.

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.

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. 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