



MANOR SPA

RELAX • UNWIND • RECHARGE

SPA TERMS & CONDITIONS

BOOKING INFORMATION:

All bookings are subject to full payment at booking, if for any reason this does not occur, we reserve the right to cancel the booking without any further communication to the guest. The spa reserves the right to alter your treatment times on the day if necessary and all treatment times are subject to availability.

Please note that treatment time includes a medical consultation. All treatment re-arrangements will be subject to alternative availability.

Manor Hotel and Spa has a no smoking or vaping policy. For those who wish to smoke or vape, you will find designated areas outside the building. If you are found to not follow these rules you may be asked to leave the facilities.

We ask that you are courteous with use of your mobile phones within the spa and any calls are taken outside the spa facilities. You may be required to remove jewellery for treatments; we therefore advise that you choose to leave jewellery at home.

Manor House Hotel and Spa will not be liable, under any circumstances whatsoever, for damage, injury or consequential loss, however caused, to our customers, their property and belongings unless it is solely due to the negligence of the company, its employees or agents.

Offers cannot be used in conjunction with one another and are subject to availability.

FOOTWEAR:

We do not supply any form of footwear during visits to the spa, we advise that you bring some non-slip, waterproof footwear with you during your visit.

CANCELATIONS:

All bookings have up to 48hrs prior to the day of arrival to move the booking within reason and at the discretion of the spa team without incurring any charge. If you cancel within the 48hr window full payment will be taken. Call the spa as soon as any changes are needed to be made.

GROUPS:

We reserve the right to deny access to any groups if we are unaware of the group booking prior to arrival (6 guests and over). All groups are asked that you maintain the etiquette of the spa environment and will be asked to be quiet if the volume becomes too much.

CHILDREN:

We allow under 18 access to the facilities during the below mentioned times when accompanied by an adult, and a fee of £7.50 will be charged. No spa day packages, or overnight spa packages are available for anyone under 18 years of age. **(Children's swim times are 8am-9am & 6pm-7pm)**

WEIGHT RESTRICTIONS:

The maximum weight limit for the therapy bed is 24 stones (152kg), before you get onto the bed, your therapist will demonstrate the correct way for getting on & off the bed and if you require your therapist to stay in the room to assist you whilst getting on or off the bed, please let them know.

COSMETIC PROCEDURES:

Cosmetic procedures including but not limited to Botox and fillers need to be performed 10 – 14 days before receiving any treatments. If you book a treatment with us after recently receiving any cosmetic procedure our therapists reserve the right to advise an alternative treatment or refuse to go ahead with the treatment. If we cannot agree on an alternative treatment, we will re-schedule the treatment element of the package and provide a voucher to cover this.

PREGNANCY:

Pregnancy massage availability is limited, before booking your pregnancy massage please be aware that we cannot perform massage on anyone that is in their first trimester or is classed in the high-risk categories of pregnancy. If you are unsure of anything pregnancy related, please contact us for more information before booking.

ONCOLOGY MASSAGE:

The manor house hotel and spa do not currently offer treatments to anyone with an active cancer diagnosis or anyone receiving treatment for cancer. However, we are happy to adjust pricing of any of the packages to remove the treatment element or transfer to another guest within the party. To book a treatment you will need to have been in remission for 12 months unless you have a doctor's note which you will need to bring with you on the day of your visit.

RECENT SURGERY:

Our policy dictates that treatments cannot be performed on anyone until at least 6 months after surgery. However, we will review each situation and dependant on the surgery type there maybe exceptions. If you require further information regarding any other concerns, we advise contacting the spa directly to discuss before booking your visit with us.

You can contact the Spa Manager via email for any specific information. spamanager@manorhousehotel.net