



BODYSGALLEN SPA

From 16th August 2021

Covid-19 Measures for the Safe Return of Spa Guests

We have taken the best advice to ensure everything is in place for your visit that will be as safe as it will be enjoyable, as some freedoms return whilst some safety measures remain. The measures apply to all guests and everybody working at the Spa.



SPA MEMBERS AND GUESTS

- Hotel guests may visit the Spa by appointment.
- Hotel guests' children aged 8+ years may use the Spa swimming pool between 10am to 11am and 4pm to 5pm, and Spa members' children on Sundays between 9am-12pm.
- There will be a necessary temperature check upon your arrival and on each subsequent visit.
- Face coverings are mandatory for guests in hallways and public areas of the hotel and spa.
- No handshakes, please!
- Please use hand sanitiser available at strategic points.
- Please respect social distancing in the Spa.
- Please return locker keys to the key box at Spa Reception.
- Special cleaning and sanitisation of public areas and touch surfaces will take place by staff.
- Your account will be presented electronically and card payments are preferred.



In 2008 Hartwell House, Middlethorpe Hall and Bodysgallen Hall were given to the NATIONAL TRUST to ensure their long-term protection



SPA SERVICES, CHANGING ROOMS AND TREATMENTS

- The Saunas and Steam Room are open.
- The Spa bath is in operation.
- Hairdryers are available.
- Please respect social distancing at the Spa Reception, in the changing rooms, poolside and on the sun terrace.
- All spa treatments are available and are shown on the spa treatment page of our website. Treatments for day visitors do not include use of the Spa swimming pool, sauna or steam room.



SPA VISITOR HEALTH

- The health and safety of all our guests is our main concern.
- Please do not visit the spa/hotel even if you have a booking, if you feel in any way unwell.
- If taken ill at the Spa, spa guests should depart, hotel guests return to their room, self-isolate and contact hotel management. If it is necessary for guests to return home, any balance of your reservation will be refunded.
- Please wash hands and sanitise regularly.
- Hand-washing by guest and therapist will be a part of every treatment.

OUR STAFF, CONTRACTORS AND SUPPLIERS are committed to guest safety, and:

- Will not attend if not well
- Will wash hands frequently
- Will sanitise hands frequently
- Will use PPE as directed. Therapists will wear masks or visors in all treatments.
- Will practise social distancing
- Will attend site only when expected in advance
- Will take regular lateral flow tests.
- Suppliers will not enter building unless agreed
- Suppliers will not use lavatories on premises

