



## Headland Spa user Terms & Conditions

### Covid-19

As we are managing a public health issue, we expect the full support of all our stakeholders: our guests, our team and our business partners. Covid-19 information restrictions are subject to change without notice according to government guidelines and operational necessities. We will make ongoing changes essential for your safety and for the long term interests of the business. Please familiarise yourself with the latest announcements on the government website.

It is your responsibility to check the latest government rules at the time of booking to see how they will impact your break. Bookings made that do not comply with regulations are non-refundable, so please check the prevailing guidelines before making a reservation.

1. The Spa pool is a tranquil haven for adults: children have the benefit of the beautiful new swimming pools in the Aqua Club and so are not allowed in the Headland Spa pool and leisure area, including the gym.
2. The Headland Spa leisure area is open from 8am - 8pm; the gym is open from 8am - 8pm and treatments are available from 9am - 7pm.
3. To book a treatment please contact the Spa Reception on 01637 870200 or book online via [headlandhotel.co.uk/spa](http://headlandhotel.co.uk/spa). If you would like to know more about a particular treatment or personal training session we will be delighted to advise you on what best suits your needs. Please arrive at least 15 minutes in advance of your booking/treatment so you can relax, unwind and have plenty of time to complete a consultation form. Arriving late will shorten your treatment time and may result in the booking being curtailed or cancelled, with the full cost being charged.
4. Full payment is required at time of booking. Voucher numbers must be provided at this time and vouchers handed in to the Spa Reception on arrival.
5. Free car parking is available to users whilst the facilities are being enjoyed on site.
6. Treatments are available on completion of our health questionnaire. All treatments include a full consultation with the therapist. It is a requirement that you inform us at the time of booking if you have a heart condition, suffer from high/low blood pressure or cancer, are pregnant or have any physical ailments or allergies. A doctor's note may be requested.



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During pregnancy: for expectant mothers we recommend that you do not use the sauna, steam room, Rhassoul or hot tub. A range of treatments are available from day one of pregnancy, please make us aware at the time of booking.

7. You are specifically advised not to undertake strenuous physical activity for which you might be medically unfit. The hotel will not be responsible in any way for any harm which may come to a guest or member of the Spa as a result of your activities within the leisure area, or if you undertake any activity which is beyond your physical capability. Users must not use the facilities whilst under the influence of alcohol or if you have a contagious disease, infectious skin condition, open sores or wounds.
8. Personal belongings are the responsibility of each member of the party, lockers are provided. Valuables should be placed in the hotel safe at Reception and a receipt must be obtained.
9. We accept no liability whatsoever for any accident, loss or damage to property, unless such loss is demonstrably due to our negligence. We cannot be held responsible for failure of public services (e.g. water, gas, electricity etc), or any disturbance that is beyond our control. In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your visit to the Headland Spa, is limited to the cost of the booking.
10. The use of drinking glasses/crockery is not permitted outside the designated area.
11. The use of mobile phones is not permitted in any part of the Spa, gym, relaxation lounge and public areas.
12. Smoking is not allowed in any part of the hotel, including the Spa and Spa Terrace.
13. We reserve the right to change or remove any of the treatments without notice, but we will do our best to suggest a suitable alternative
14. Members and guests should be suitably attired whilst using the facilities. Please remove all jewellery before using the wet facilities and gym areas. Some swimming costume fabrics are more easily bleached by the chemicals used in our hot tub, so ensure you rinse them immediately after use. Please follow the health guidelines of 20 minutes per session. The Headland will not be held responsible for any illness, injury or damage for failure to comply.
15. In the interest of safety, running, jumping and diving are not permitted in the Spa pool. The use of inflatables, snorkels, wet suits, surf boards, flippers and balls are also prohibited.



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16. Dogs are not permitted in the Spa.
17. For safety reasons, the hotel reserves the right to restrict the number of guests using the facilities at any one time.
18. We have both male and female therapists in the Spa, please let us know if you have a preference for treatments.
19. We do not permit press or blog reviews by members of the press, guests or members of the public without prior written consent in conjunction with our PR department.
20. CCTV is in operation in public areas, for security reasons.
21. Behaviour of Spa guests should not be excessive or rowdy, and must not cause annoyance, distress or embarrassment to fellow guests or staff. Threatening, offensive or illegal behaviour will not be tolerated. We reserve the right to recover from the person making the booking any discretionary compensation payment, or discount, that we may have to pay to any other guests, as a result of your actions, or by a member of your party. This includes damage to the building, fixtures, fittings and flood damage. Users of the leisure area may not bring in their own food or drinks under any circumstances whatsoever. Failure to comply with any of the booking conditions may result in you and your party being asked to leave immediately. Re-entry may not be allowed to hotel or cottage guests if behaviour falls below expected standards.
22. The Spa may close for certain periods of time for necessary maintenance, redecoration and events or for any other reasons that the hotel may deem necessary. Notice of any changes will be displayed at the Spa Reception. We will do our best to ensure that guests are not inconvenienced; however, there will be no allowance on membership fees during these periods.
23. For cancellations giving less than 48 hours' notice, full charges will apply if the time is not resold. If resold a refund can be given less an administration fee (from £5) or the money transferred in full to another booking. A change of date within 48 hours' of arrival may be deemed a cancellation. For cancellations giving more than 48 hours' notice a refund can be given less an administration fee (from £5) or the money transferred in full to another booking. Any refunds will be made to the same credit/debit card used to make the payment.

For groups of four or more, separate Terms and Conditions apply, ask for details.



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24. Prices are correct at the time of publication but may change without notice, with the exception of confirmed bookings. These will not alter other than to reflect any changes in tax. Online published Terms and Conditions supersede any printed collateral. E&OE.
25. We reserve the right to refuse any booking or entry.