



# HOAR CROSS HALL

## What to expect

Welcome to Hoar Cross Hall, We want to ensure your day with us is perfect so we have provided information below, to answer any questions you may have.

### **Arrival & Departure -**

**Full Spa Days 8.30am-5.30pm Mini 9.30am-2.30pm Morning Escape 8.30am-12.30pm Afternoon Retreat 1.30pm-5.30pm Twilight 6pm-9.30pm**

**Health statement** - We kindly ask each of our guests to sign a health commitment statement. Certain medical conditions may prevent the use of some facilities and treatments. We will always do our best to accommodate your needs. Please do inform us if you have any medical conditions in order for us to recommend suitable therapies. We would also advise any guest who is pregnant, has had surgery within the last six months, has concerns about allergies, or has restricted mobility, to contact our spa team for advice on using the spa facilities. \*Please note that some of our products may contain nuts.

**Spa etiquette** - We want nothing more than for everyone to have a great experience. Therefore, we kindly ask that the tranquil environment we provide and the relaxation of other guests is respected. We all need time to switch off, therefore we ask that mobile phones are kept off or discreet. If you do need to make a call, please do so at our main reception. There are plenty of storage areas for robe, towels and belongings while you are using the Nordic heat and Ice, swimming pool and hot tubs.

**Spa Facilities** –Aswell as our extensive pool facilities and detox areas, you can find our same sex sauna and steam room facilities available to you in the residential/Members changing rooms, situated off the hydrotherapy pool.

**Robes and Slippers** – Robes are supplied to you on arrival. We do have additional sizes available upon request. Please return your robes to spa reception on departure and remove any items from your pockets. We do not supply slippers, but these can be purchased at a small charge from our spa shop. We kindly ask you not to reserve lounge beds but use the hanging facilities provided for your robes and towels.

**Shhh..** You will find our Sanctum and Snooze rooms a great place for some peace and quiet. Where rooms have quiet signs, please keep noise to an absolute minimum.

**Booking treatments** - If you would like to add further treatments to your day package you can visit the spa Reception, our therapists get booked up quickly and we apologise that we cannot always guarantee availability. Please note that treatments which are part of inclusive spa day packages are non-transferable and non-refundable. Please arrive for your treatment 5 minutes prior and inform reception of your arrival before taking a seat in the atrium.

**What to Wear** - Many clients ask what to wear for their treatment. If you are having a body therapy we do offer some paper pants. However, you are free to wear your own underwear or swimming costume as long as you feel comfortable.

**Classes and activities** - We offer a wide variety of classes and activities in our studio and, weather permitting, outside! A timetable of classes will be offered in your meet and greet or can be collected from the gym. Should you wish to book any classes or activities this can be done at the leisure reception throughout your day. To avoid disappointment, we recommend you book your chosen classes as early as possible.

**Eating and drinking** - Included in your full day experience is a delicious, three course lunch, freshly prepared and served in Hugo's restaurant located just past the Atrium. Lunch is served between 11.45am noon and 2.30pm and is pre-booked for you. If you have any special dietary requirements or food allergies please make reception aware and we will be happy to pass this to the chef.

**Spa Shop** - Our skincare specialists are fully qualified and offer a personal consultation and advice on the right product for you. Beyond our skincare section is a unique selection of seasonal gifts to remind you of your day. With this comprehensive range, express treatments and a mail order service, our shop is definitely worth a look.

**Henry's** - With an extensive restaurant and bar menu, you're able to enjoy breakfast, to a selection of light bites and much more. Open 8.30pm until 10pm

**Gift cards** - Gift cards are available for all of our experiences and also come in £10, £25 and £50 denominations. Gift cards can be used to pay for a spa experience, for treatments booked in conjunction with a spa experience or in our Spa Shop as long as they are within their printed validity period. Please note gift cards are valid for 12 months and are non-refundable. Gift cards cannot be extended past their printed expiry date. Day experience gift cards can be upgraded but cannot be downgraded.