

## HOW TO SPA

Spa treatments are available Monday – Sunday, 10am - 6:30pm. If you require an appointment outside of our operating hours, please call a member of the spa team who will do their best to accommodate your booking.

### YOUR BOOKING

To make your booking please contact a member of the reservation team who will be delighted to assist you with your booking and any enquiries you may have. To ensure your preferred time and service are available, we strongly recommend you book in advance. We will require card details to secure any bookings made.

### ARRIVAL FOR TREATMENTS

Please arrive at least 20 minutes prior to your appointment. This will allow you enough time to change, complete your health questionnaire and get ready for your treatment. Please be advised that if you arrive late for your treatment, there will be a reduction to your treatment time. Your treatment time includes a short consolation with your therapist.

### SPA DAY GUESTS

All guests having treatment will receive a robe, towels, and slippers upon arrival. There are also amenities available such as shampoo and body wash. Guests on spa day packages are welcome to bring swimwear and gym clothes to make the most of the facilities we have available.

### SPA FACILITIES

- 18m Infinity swimming pool
- Vitality pool
- Sauna, steam and Saunarium
- 'Technogym Wellness System'
- Tennis: two outdoor 'all weather' courts and one restored Victorian grass court
- Mapped walks

- Jogging and cycling trails
- Bikes

Please note, all facilities are for the exclusive use of hotel guests, members, and spa day guests only.

### CHILDREN'S POLICY

Children aged 16 or under are not permitted to use the heat rooms or Vitality Pool. You must be 18 or over to book a spa treatment.

### CHILDREN'S SWIM TIMES

Children have access to the swimming pool Monday – Friday Term Time: 09:00-10:30 and 15:00-17:00. Weekends, Bank Holidays & School Holidays: 09:00-10:30, 15:00-16:30 and 17:00-18:30.

### CANCELLATION POLICY

A 100% charge will be incurred for all treatments not cancelled 48 hours prior to your booking with us. Late arrival will shorten your treatment time. Group bookings of 5 or more are required to provide 5 days' notice to avoid 100% cancellation charge.

### SPA ETIQUETTE

Our spa environment is one of relaxation and tranquillity. Please respect all spa guests' right to privacy and serenity. In light of this The Spa is a mobile, pager, camera, and smoking/vaping free zone.

### YOUR HEALTH

Please kindly advise us of any health concerns, allergies, or injuries you may have which could affect your choice of treatment when making your spa

reservation. Any information given to us is strictly confidential.

### PREGNANCY

We have specially designed treatments for pregnant women or nursing mothers. Please allow our spa team to guide you in selecting which treatments are most suitable during this special time. Body treatments are available after your first trimester. The use of heat rooms and vitality pool is not recommended during pregnancy.

### GIFT VOUCHERS

The Spa at Luton Hoo offers a wide variety of monetary and treatment gift vouchers.

Please visit [www.lutonhoo.com](http://www.lutonhoo.com) to order your voucher or call 01582 698858 for any enquiries you may have. Ensure you bring your vouchers with you on the day of your booking, failure to present vouchers could mean another payment method will be required.

### ESPA AT HOME

To continue your spa experience at home we offer a full selection of ESPA and Camellia's Tea House products. All products are available for you to purchase at The Spa reception.

### VALUABLES

The Spa at Luton Hoo accepts no responsibility for loss and damage of any jewellery or valuables at any time.

### PRICES

All prices are quoted in GBP and are subject to change at any time. Gratuities are not included and are at your discretion.

### SERVICE CHARGE

A discretionary 12.5% service charge will be added to your bill for the treatment and will be shared by the entire team.