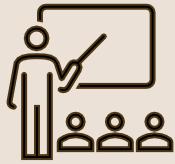


We are here to look after you and this is what we have put in place. Things will be a little different for a while, but we have got it covered so that you can relax, and take rest...



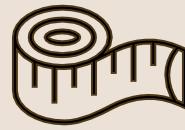
Government Guidelines and professional advice

- We have taken advice on reopening from The UK Spa Association, Stallard Kane, Natwest Mentor and the Lincolnshire growth hub.
- We are following the latest government guidelines to keep you safe.
- Our team are fully trained in our Coronavirus procedures.
- We have implemented a screening questionnaire for our team.



Personal Protective Equipment

- Our team have been provided with the necessary PPE following the most recent guidelines.
- Facemasks are now mandatory in all public areas, please bring a face mask for your treatment and/or spa day, if you forget you can purchase a disposable face mask from reception. Should you be exempt from wearing a facemask please let reception know. You do not need to wear a facemask whilst exercising, sat down, swimming, using the heat rooms, eating, or drinking.
- We use disposable, compostable single-use linen for our treatments.



Social Distancing

- We have reduced our capacity to help aid social distancing.
- Continuing to stagger guest arrival times.
- Online consultation forms.
- Reduced occupancy in the gym.
- Please respect the personal space of others.



Cleaning and Sanitising

- We have always been clean, but we are upping checks. Touchpoints and high traffic areas will be checked and cleaned every 30 mins.
- Sanitiser and environmentally friendly disinfectant spray will be available for your comfort in all key areas, on arrival and departure.

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Food and Drink

- We will not be providing buffets during this time.
- The catering crew will be providing food plated and covered.
- All items such as salt, pepper and olive oil will be removed from the tables.



Our promise to you

- If you need to postpone or change your booking during this time you can do this up to 48 hours before your arrival with no fee.
- If you or anyone in your household presents with any Covid-19 Symptoms within 14 days of your booking, please notify us as soon as possible and follow the latest government guidelines. We can place your booking on hold until a more suitable time.
- Please be aware of the other spa guests and respect their personal space.
- Payment to be made contactless, via pay by link or PayPal if possible.
- Our amazing proverb hand sanitiser will be made available throughout your stay.
- Things may be slightly different for a while, but we aim to make every spa visit as special as it always has been.

Treatments

- Following the latest guidelines, our treatments will be almost as normal.
- We have allocated additional time to allow the therapists to sanitise the room after every client.
- We use Scrummi single-use compostable linen for our treatments.