

# Herb House

## Important Information & Spa Etiquette



### Opening Times

Herb House Spa is open at the following times (may be subject to change)

- Treatments

Monday – Friday 10.00 – 20.00

Saturday – Sunday 10.00 – 19.30

- Fitness Studio & Retail

Monday – Friday 07.00 – 21.00

Saturday – Sunday 07.00 – 20.00

- Raw & Cured

Monday – Saturday 08.30 – 18.00

Sunday 08.30 – 17.00

### Spa Reservations

If you can, we'd suggest you book your treatments in advance to avoid disappointment. Bookings are made directly with the Spa Reception on 023 8028 6998 or Spa Reservations 023 8028 6222.

If you are a member of the Herb House or if you're staying at Lime Wood, you are welcome to use the facilities of the spa at any time for as long or as short a time as you would like.

Please note, in order to secure your reservation, bookings need to be confirmed with a credit card.

### Spa Arrival

We advise you arrive 30 minutes prior to your treatment time to allow you to change into your robe and slippers and for us to confirm your requirements. Please be aware that late arrivals may mean we have to reduce your treatment time.

## What to bring with you

You will be provided with a robe, towel and slippers during your visit to the Herb House.

During your treatment wear anything – or nothing – depending on what you feel comfortable with. You will be draped with towels during your treatment. For body treatments, we can supply disposable underwear. For Bath Treatments & the Mud House, please bring your own swimwear.

All guests should bring a swimming costume to wear in Herb House. The Sauna, Steam and Caldarium at the Herb House are mixed facilities so please wear swimwear.

There will be extra towels available for you to use in the changing rooms and by the pool. Changing rooms will also be stocked with beauty products, so you don't have to pack your wash bag.

In our relaxation rooms, you'll find Herb House iPods and Bose headphones. If you like to listen to your own music, please feel free to bring your own iPod.

## How many hours should I avoid eating before the treatment?

We recommend that you avoid eating an hour before your treatment and half an hour afterwards. We also wouldn't suggest that you drink alcohol immediately before or after the treatment.

## Health Conditions

Please let us know of any health conditions you suffer from when you make your appointment. This will enable us to recommend the treatments and products that are most suitable for you. We will ask you to complete a confidential health questionnaire before your treatment. This will help us to tailor our treatments to meet your needs. If you are taking medication, have just had an operation or have a medical condition, we'd strongly advise you bring a note from your doctor before embarking on any treatments or using some of the heat facilities.

## Pregnancy & Post-Natal

It is vital that mothers-to-be advise us when booking, as some treatments will not be suitable for pregnant women. No treatments are permitted within the first trimester (12 weeks), apart from manicures and pedicures, and use of the heat facilities is also not advised until after the first trimester. Please inform your therapist that you are pregnant or breast feeding.

## Loss or Damage

We regret that we cannot be held responsible for any loss or damage of your personal possessions. When you visit, please remember to keep all valuables locked in your locker.

## Home Care

If you would like to continue your skin and bodycare programme at home, all treatments products are available for purchase at reception.

## Gift Vouchers

If you'd like to give someone else the chance to experience the Herb House Spa, choose from one of our spa day packages or select a suitable treatment from our treatment menu. Our team would be delighted to help you design a bespoke package of treatments. Please note that gift vouchers are non-refundable and non-transferable.

All prices are subject to change without prior notice. All prices shown are inclusive of VAT.

## Spa Etiquette

We'd like Herb House to always be a tranquil environment for guests. We'd really appreciate it if you would help us to maintain this quietness and avoid using mobile telephones.

We look forward to welcoming you...