



Make time for yourself

## BSpa COVID information

BSpa has always been a destination spa where you can make time for yourself in our tranquil surroundings. The health & safety of our guests and Team Players has always been of the utmost importance. BSpa already had extremely strict hygiene protocols and these remain in place. However, we have added additional protocols and extra precautions in light of COVID19. These have been taken to protect the wellbeing of our BSpa guests as well as our Team Players, so we can all start to enjoy the main health benefits of BSpa reassured that it is a safe space to relax in.

Here is a summary of our updated protocols & treatments:

- Social distancing will be in place.
- If you feel unwell, have a temperature or are experiencing any symptoms relating to COVID19, please do not attend BSpa.
- The number of guests throughout BSpa spa will be limited at any one time.
- Sanitation points are in place around BSpa at key points.
- Regular cleaning of all areas will take place.
- On arrival all guests will be asked for their contact details to assist with the government's track & trace system.
- We kindly request a maximum of 3 guests at any one time in the changing rooms to comply with social distancing .
- A locker will be allocated prior to your arrival & will contain a gown, towel & slippers to use throughout your stay. The lockers will be sanitised before & after use.
- You will be allocated a table for your spa day where you can enjoy refreshments & wait for your therapists to pick you up for your treatment. This will be your own personal base for your day.
- You will have allocated time slots for treatments & use of facilities (apart from sauna & steam rooms) that will be provided on arrival in BSpa. Unfortunately, these will not be able to be changed due to limiting the amount of people in one area at any time.
- Spa day sessions will change to the following to allow us sufficient time to clean:
  - Session 1: 9.00am-12.00pm
  - Session 2: 12:30pm-3:30pm
  - Session 3: 4.00pm-7.00pm
  - Session 4: 7:30pm-10:30pm
- Team players will wear appropriate PPE throughout your visit.
- Guests will be required to wear masks for the following treatments: manicures, pedicures, body scrubs & any finishing touch treatment.
- All food will be served in 1907 restaurant, bar & grill on the ground floor of the hotel. No food will be served within BSpa .
- Drink refreshments will be served in the Café & Sunlight Therapy Bar only. Water is available for use in the peace & relaxation area & changing rooms
- The sauna & steam room are not bookable & are limited to two people in each facility
- Two treatment rooms will be allocated to one therapist enabling a full clean of each treatment room to take place between each treatment



SPA

Make time for yourself

- You will be asked to complete a questionnaire prior to your arrival. This will need to be completed & returned to us no less than 48 hours before your arrival date. To minimise contact, we will email the consultation form to you, which is to be completed & emailed back to us one week prior to your booking
- Spa products will be available to purchase, however, there will not be any testers on display. The BSpa team will still be on hand to assist with any product questions
- Unfortunately, we are unable to offer the following treatments:
  - High Velocity Hot Stone Massage
  - Any of our 80 minute treatments
  - Spray tanning

### **BSpa Days:**

We are delighted to be able to offer all of our spa days, with adaptations to comply with our new protocols. When booking a spa day with us, additional time will be allocated for you to use all of the BSpa facilities during your time with us.

### **BSpa Facilities**

If you are not staying with us on a spa break or enjoying a spa day with us, then you are welcome to use the BSpa facilities for just £25 per person per session. On a Friday and Saturday a 25 minute treatment will need to be booked in addition to the BSpa access pass. We have reduced capacity in BSpa due to the social distancing measures so booking your session in advance is required.