



dalmeny
RESORT HOTEL

SPA TERMS & CONDITIONS

PRE ARRIVAL INFORMATION

Please arrive 15 minutes prior to your booking time as upon arrival you will be invited to complete a consultation form which includes medical and health questions. If you, or any of your guests, suffer from any conditions listed below you are advised to seek medical consent prior to your visit:

Epilepsy or a history of epilepsy, diabetes, deep vein thrombosis or embolism, or a history of either condition, cancer or you are receiving chemotherapy/radiotherapy, heart conditions or circulatory related conditions, joint, tendon or back problems, recent surgery, high or low blood pressure, rheumatoid arthritis can be aggravated by heat and therefore it is recommended to seek General Practitioners advice prior to using heat experiences.

For pregnant guests, it is recommended that you do not use our Sauna, Steam Room or Whirlpool Spa Bath. The temperature of our main swimming pool is set to 30°C. No treatments will be given during the first trimester of pregnancy apart from Manicure or Pedicure; after the first trimester, treatments will be adapted to suit individual guest needs.

CANCELLATION POLICY

We are unable to refund pre-payments however, we can credit your client profile and transfer to another date if the satisfactory notice is given. We require more than 2 days (48 hours) notice to cancel or amend treatment bookings. For non-arrivals or cancellations providing less notice than 2 days prior notice to your appointment will result in a full charge of the treatment cost. We request all cancellations must be sent through in writing to us via email to Leisure@dalmenyhotel.co.uk

ADDITIONAL INFORMATION

We recommend that you leave valuables or jewellery at home, as jewellery should not be worn during treatments. The Dalmeny Health Club accepts no responsibility for the loss or damage of any valuables or jewellery. We recommend that you book any additional treatments or Spa treatments or packages in advance of your visit to avoid disappointment. We reserve the right to change Spa treatments and appointment times when required. We respectfully request that all guests refrain from using videos, cameras, mobile phones, i-pads or other devices that may be detrimental to the enjoyment of others. Some of our treatments may require a patch test. Patch tests must be carried out at least 2 days prior to your treatment. If you fail to have a patch test with the required notice this will result in loss of your treatment prepayment, deposits will not be transferred.

AGE RESTRICTIONS

The swimming pool is open to all ages, children must be accompanied by an adult. Guests must be 16 years or older to use the Sauna and Steam room. Guests must be 14 years or older to use the Whirlpool Bath. Dalmeny Gym is an adult space with a minimum age of 16 years. The Dalmeny Spa is an adult space with a minimum age of 18 years.

GIFT VOUCHERS

Only valid gift vouchers issued by Dalmeny Hotel may be redeemed in the Spa. Your gift vouchers must be handed in either on or before your arrival, otherwise an alternative method of payment will be required.

REFRESHMENTS

We recommend that lunch reservations should be made 24 hours in advance where possible, to avoid disappointment.