

Booking & Cancellation Policy

Please book as far in advance as possible to avoid disappointment. Spa days and non-resident treatments require payment in full at time of booking. Individual treatment bookings do not include access to spa facilities.

All prices are quoted in GBP, include VAT and are subject to change. Gratuities are not included and are welcomed at your discretion.

At least 48 hours' notice is required for cancelling treatments. For Spa days we require at least 72 hours' notice. Group bookings of 5 or more people require at least 7 days' notice.

If you wish to amend your booking in any way, please contact us before you arrive. We will do our best to accommodate any requests but cannot guarantee it.

Gift vouchers are non-refundable and must be presented to the Spa Reception Team upon arrival.

Arrival

Parking is available for all guests.

Please arrive 15 minutes prior to your treatment or package in order to complete your health questionnaire. If you are delayed, then, unfortunately, your treatment may have to be shortened so as not to inconvenience the next booking. The treatment price will remain the same.

Etiquette

Loungers cannot be reserved, and any discarded towels will be removed. Outdoor loungers are available seasonally. Day guests will be provided with a robe, towel and slippers on arrival.

Please bring your own swimwear, gym wear and trainers so that you can make the most of your experience.

Robes may be worn in all areas of the Spa. Robes are not permitted in The Main Bar or The Dining Room. We do respectfully request that robes are not worn for breakfast or dinner.

Overindulging in alcohol may result in your treatments being disallowed. The spa area is a tranquil place - loud and aggressive behaviour will not be tolerated and you will be asked to leave the resort.

Treatments

Treatment times will be allocated at the time of booking. These times are approximate and whilst we make every effort to honour these, we do reserve the right to change or amend the times without prior knowledge or consent.

Please be aware that if you arrive late or miss your spa appointment this may result in your treatment time being shortened. The full amount will still be charged.

All treatment times include a consultation and dressing time. All treatments can be performed on anyone over the age of 16. Our spa area is open from 09:30 until 17:00 every day.

Health

As some treatments are not suitable for certain conditions, we will ask you to complete a health questionnaire when you arrive for your treatment or package.

It is important to let us know of any medical issues, surgeries or pregnancy.

Pregnancy

We have specially designed treatments for expectant women or nursing mothers. Please allow our spa team to guide you in selecting which treatments are most suitable during this special time. Please note that we only offer selected treatments during the first trimester.

Phones, Audio & Video Sound

The Spa at Five Lakes is a phone free environment and we ask our guests to keep their devices on silent or vibrate and not to make or receive calls in the spa. Messaging is of course permitted. Please be considerate of your fellow guests.

Movies, music and all other forms of audio may only be listened to through headphones and should not be audible to others enjoying the spa.

Valuables

It is not advisable to wear jewellery whilst visiting Cottonmill or during treatments, we recommend that you do not bring valuables with you.

Child Policy

The Spa at Five Lakes is for those aged 16 and over. Please note that we are a busy resort hotel and cater for a number of guests. From time-to-time children will be in and around the pool area. Heads up.

Aftercare

To continue your Spa experience at home, most products used in our treatments are available at reception and our experienced team will be delighted to assist you with your choices.

For any guests requiring additional assistance or to make a booking, please contact us on 01621 862324 or email us at spa@fivelakes.co.uk