



cottonmill

SOPWELL HOUSE

OUR SPA SAFE PROMISE

We have engaged with health and safety specialists and governing bodies within the Spa / hospitality industry to ensure we protect both guests and staff whilst visiting our spa.

SPA Pledge

Safety First

- Temperature checks take place for every person entering the site and anyone displaying a high temperature or ANY signs of Covid-19 will not be allowed entry to the hotel in order to safeguard the wellbeing of other guests and staff in the hotel.
- All spa visitors will be required to complete a digital health questionnaire prior to arrival.
- In order to adhere to the government track and trace system, all visitors will be asked to "sign in" using the track and trace app. Members will need to check-in using their wrist bands on every visit.
- The Spa will provide a hygiene ambassador who will be on hand to answer any questions, sensitively communicate all new hygiene measures in place and ensure both guests and employees are playing their part to keep everyone safe.
- Clear safe distancing signage in the Spa is in place for the safety of all. In some cases we have taken equipment out of operation.
- So that we can ensure we sanitise the studio after use, the class schedule and class sizes have been reduced. Sizes vary depending on activity.

Hygiene

- We have enhanced all of our already thorough spa cleaning regimes with more regular cleaning & sanitisation of key touch points and high traffic areas. We will have a dedicated team of cleaning and sanitising staff available during operating hours and the spa will be deep cleaned & sanitised overnight.
- Guests will be asked to sanitise their hands upon entry to the spa. Sanitiser stations will be available at key points throughout the spa.
- Please note from the 8th August, it is mandatory to wear a face mask in all public areas of the hotel and spa, as well as treatments. Complimentary disposable face masks are available from reception if you do not have a mask.
- All locker bands are sanitised after every use, as are lockers.
- All items that are not easily sanitised will be removed without affecting our guest comfort, such as blankets, magazines and loose amenities. These items are available on request at reception.
- Both the Gym and The Studio will have sanitising stations available for personal use as well as regular cleaning and additional sanitising with electrostatic spray machines.

Treatments

- We encourage showering before treatments.
- At this time, we are unable to carry out facial or head massages, and all treatments will be limited to a maximum of 60 minutes.
- Each treatment room will be sanitised thoroughly after every client and hand sanitisation will be carried out as an integral part of every treatment for the guest before and after.
- All therapists will wear appropriate PPE, and although it is not required, guests will be offered a complimentary face masks for peace of mind if they should wish.

Safe Distancing

- The capacity in all areas of the Spa has been lowered to enable a safe environment for our guests and employees. These limits are in line with, and in many cases more generous than the government and association guidelines given.
- There may be times when key areas in the spa (such as changing rooms, gym, and the pool) may reach its capacity and can no longer accept additional guests or members, we would appreciate your patience at this time.
- Social distancing measures have also been applied and will be monitored on a regular basis.
- Visual reminders of safe distancing will be around the spa premises and all guests are required to observe the safe distancing and any other government guidelines at all times.
- We have changed our group policy and can no longer accept groups of more than 4 from a maximum of two households.
- Secondary control measures such as screens, barriers and personal protective equipment (PPE) have been put in place where safe distancing is not practicable.
- Whilst we want to encourage a lively social community at Cottonmill, please do be mindful of current regulations with regards to social bubbles and household rules. No more than two bubbles should be meeting together at any one time and should be socially distanced.

Food & Beverage

- For the comfort and peace of mind of our diners, we have limited the capacity in The Pantry. Our menus across the hotel will be easily assessable for guests to view on their mobile devices or for those that want them, disposable printed menus will be available.
- All Spa lunches must be pre-booked in advance.
- The sitting room will have table service available and orders can be made throughout the Garden room for beverages via the members app, or from a member of staff. Contactless payment is preferred on all transactions where possible.

Employee pledge

- All staff will wear appropriate PPE, and will be required to practice frequent hand washing using soap and water or sanitiser (where soap and water is not available)
- Every member of staff will receive specialised training to carry out all additional duties and responsibilities in relation to safeguarding themselves and guests to COVID-19.
- Employees are not permitted to come to work if they or any of their household show any of the symptoms associated with Covid-19.

Guest and member responsibilities

- Guests and members are asked not to come to the hotel if they are exhibiting any symptoms of Covid-19.
- Please be aware that the lead booker for spa bookings is responsible for the whole party, this will include the medical questionnaire being completed by all members of the party and being submitted prior to the arrival date.
- Pre-payments will be required for any spa day or treatment, anything additional on the day guests will be advised to use contactless payment where possible
- Please ensure you wash and sanitise your hands upon arrival at the spa and frequently throughout your visit.
- Please keep yourself safe by wiping down equipment before and after use, and washing your hands frequently.

Guest and member's responsibilities continued...

- We ask that all members and guests bring their own water bottle. Drinking water stations should only be used to fill up water bottles
- We politely ask that Hotel Guests arrive at the spa ready in their robe and flip flops provided in their bedroom.
- Please ensure that you observe all social distancing measures.
- If as a resident you start to feel unwell during your time in the hotel, please return to your bedroom and follow government advice to gain medical assistance.
- If as a guest or member you start to feel unwell, move to an area not in use by other guests and seek medical advice or return home; do not remain in the hotel.
- If you or anyone in your home presents with any Covid-19 symptoms within 14 days of your booking, please follow UK government guidance and inform us as soon as possible
- Please limit the number of personal belongings you bring into the spa
- Guests are encouraged to shower before using the spa. Guests are invited to bring their own shower gel and shampoo, however the changing rooms will have these amenities provided as normal.

Cancellation policy –

If you need to postpone your booking, don't worry. You can change the date of your booking or place the booking on hold with no fees or fuss up to 24 hours before arrival.

For refund's, normal cancellation applies. We require 48 hours notice for treatment cancellations and 72 hours for spa day packages.

Thank you for your cooperation and understanding

All information is correct at time of publication, (15th July 2020) in accordance with government guidelines