



cottonmill

SOPWELL HOUSE

OUR SPA SAFE PROMISE

Following the government plans to lift restrictions from July 2021, we have updated our Spa safe promise to let you know what we are continuing to do to keep our guests and staff members safe.

SPA Pledge

Safety First

- All spa visitors will be required to complete a digital health questionnaire prior to arrival.
- In order to adhere to the government test and trace system, all visitors will be asked to "sign in" using the test and trace app. Members will need to check-in using their wrist bands on every visit.

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.
- All locker bands are sanitised after every use, as are lockers.
- The Gym 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.
- Each treatment room will be sanitised thoroughly after every client and hand sanitisation will be carried out as an integral part of every treatment.
- **All therapists will continue to wear appropriate PPE** during treatments. with disposable face masks available to guests if they would like them.

Food & Beverage

- Table service will continue to be in place for all food and beverage outlets with menus that are available for guests to view on mobile devices, and all cutlery and condiments will be sanitised between use.
- For those requiring refreshments in the Sitting Room or Spa Gardens we have our F&B app which can be used to order and pay for drinks.

Safe Distancing

- Visual reminders will be in place around the spa premises and the hotel to warn guests when they are approaching the more confined spaces where safe distancing may be harder to maintain, for example corridors and public toilets.
- **Secondary control measures such as screens and barriers will continue to be in place in the reception areas for both hotel and spa.**

Employee pledge

- **Temperature checks and health declarations will remain in place for all staff** - 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 customer facing staff will continue to 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)

Guest and member responsibilities

- Guests and members are asked not to come to the hotel if they are exhibiting any symptoms of Covid-19.
- Whilst the wearing of face coverings **will no longer be mandatory**, in line with government advice, **we recommend wearing face masks or coverings** in areas of the hotel where you are in close proximity to guests who are not in your immediate party.
- Guests are encouraged to sanitise their hands upon entry to the spa. Sanitiser stations will be available at key points throughout the spa.
- Please keep yourself safe by wiping down equipment before and after use, and washing your hands frequently.
- We want to provide a lively social community at Cottonmill, where guests, staff and members feel comfortable in their immediate surroundings. Therefore, we request that guests maintain a safe and respectful distance in high footfall areas and that the personal space of our team members are respected at all times.

Guest and member's responsibilities continued...

- We ask that all members and guests bring their own water bottle. Drinking water stations can 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.
- 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.

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