

## **Headlam Spa – COVID-secure Measures**

October 2020

To comply with Government guidance and provide a facility that is as safe as possible for its users we have had to make some temporary changes to the spa operation for hotel residents and spa members.

Spa Opening Hours: 8am – 7pm daily

Brasserie Opening Hours: 10am-4pm daily

### **Hotel Residents**

- As a resident you will be able to book a one-hour slot (starting on the hour or half-hour) in the spa wet area or gym between 8am-7pm. This can be done by contacting the spa reception in advance on extension 220 or telephone no. (01325) 730691. Initially we are only allowing residents to book for a one hour duration in the spa wet area but should the following hour have space available when you check-in at the spa reception then you can extend this to two hours on request.
- The wet area of the spa is limited to 8 people in any one-hour period with a maximum of 6 people in the swimming pool and a maximum of 2 people (4 if from the same 'bubble') in the outdoor hydrotherapy pool at any one time. The indoor and outdoor loungers will be available to use assuming social distancing is maintained between people who are not together.
- Ideally you should change into your swimming costume and robe in your bedroom to avoid using the changing rooms. A towel is provided when you arrive at spa reception to sign in. If you do need to use the changing rooms, for example when you are using the spa before check-in, then we ask that a mask is worn in this area.
- Children (under 16) can swim between 8am-9am and 4pm-5.30pm but must be accompanied by a swimming adult.
- Cold drinks will be available to order poolside as normal.
- Certain packages/rates exclude spa use so a supplement may need to be charged.
- The sauna or steam room will remain closed until it is possible to open them in a safe manner.
- An extensive selection of spa treatments is available to book between 10am-7pm daily – see a copy of our treatment menu. Please note that therapists will be wearing face masks and may request you to do the same for some of the treatments on offer.

## Spa Members

Due to the restrictions and limitations of use at this time we are continuing to 'freeze' spa membership fees and any use will be on a booking 'pay as you go' basis. The cost will be £5 per hour slot booked payable by card on arrival.

- As a member you will be able to book a one hour slot (starting on the hour or half-hour) in the spa wet area between 8am-7pm. This can be done by contacting the spa reception in advance on (01325) 730691. Initially we are only allowing members to book for a one hour duration in the spa wet area but should the following hour have space available when you check-in at the spa reception then you can extend this to two hours on request.
- The wet area of the spa is limited to 8 people in any one hour period with a maximum of 6 people in the swimming pool and a maximum of 2 people (4 if from the same 'bubble') in the outdoor hydrotherapy pool at any one time. The indoor and outdoor loungers will be available to use assuming social distancing is maintained between people who are not together.
- Members who are using the wet area can use the changing rooms but we ask that this is kept to a minimum and masks are worn in this area.
- The sauna and steam room will remain closed as we can not operate them in a suitable safe manner under current guidelines.
- Members can also book one-hour slots in the gym (starting on the hour or half-hour) between 8am-7pm. Again, this can be done by contacting spa reception.
- The gym will be limited to 5 people per one-hour slot and we have removed one of the rowing machines and one of the exercise bikes to create more space. There are also screens between some pieces of cardio equipment and we are asking users not to use a piece of resistance equipment if there is already someone on the one next to it. There will be sanitiser in the gym for users to wipe equipment before and after use and a member of our spa team will also be carrying out a clean-down on an hourly basis.
- We kindly ask gym users NOT to use the changing rooms. Please arrive and depart in your gym attire. Toilets and hand-washing facilities are, of course, available to use.
- A selection of spa treatments is available to book between 10am-6pm daily. Please note that therapists will be wearing face masks and may request you to do the same for some of the treatments on offer.
- We will be offering a timetable of fitness classes which can accommodate up to 6 people. These will take place outside when the weather is fine or alternatively in the studio with the door open. The cost is £8 per class payable at the time of booking. The timetable will be shown on <https://www.headlamhall.co.uk/spa-timetable/>

We are hopeful that normal service can resume shortly but this will depend upon official guidance. Thank you.