

# SPA GUIDELINES



## Open Times

7 days per week

### Treatments

10.00am - 6.00pm

### Thermal Suite & Rasul

8.00am - 8.00pm

The health, safety and wellbeing of our guests is our priority and we would kindly ask you take note of the guidelines overleaf when using the facilities.

[www.loch-lomond.co.uk/spa](http://www.loch-lomond.co.uk/spa)

# AMBERROSE SPA GUIDELINES

## BOOKING PROCESS

We would ask that all guests book online for a variety of treatments and for the Thermal Suite & Rasul

Book here: [www.loch-lomond.co.uk/spa](http://www.loch-lomond.co.uk/spa)

You will receive a confirmation of booking together with a health check questionnaire/medical intake form to complete and return.

A credit/debit card guarantee will be required to confirm your treatment/appointment at the point of booking.

Age requirement:

16 years and over to use the facilities and book a treatment.

Additional contact details:

email [spa.reservations@loch-lomond.co.uk](mailto:spa.reservations@loch-lomond.co.uk)

or call 01436 860201

should you need to liaise with any of the team.

## PRE-ARRIVAL

We encourage all guests to bring your own water bottle however water will be provided via the dispensers.

Please do not attend the Spa without a booking to avoid disappointment.

## ARRIVAL AT THE SPA

Please arrive at the Spa no earlier than 15 minutes prior to your treatment time, if booked for the Thermal Suite & Rasul we would ask that you arrive no earlier than 10 minutes prior to your allocated time slot. Spa consultation/health form will be checked at this point to confirm there have been no changes since completing at the point of booking.

Payment will be taken on arrival by cash or card.

Swimwear/flipflops or similar must be worn at all times in the Thermal Suite. Robes should be used from your bedroom, towels will be supplied in the Spa. Flip flops will only be provided on arrival if you have forgotten your own - we will stock a small supply of these. We will also have a limited supply of swimwear for purchase.

If you are having a massage or treatment we suggest wearing underwear. Shampoo, conditioner and body wash are available as is the use of hairdryers and straighteners. There are lockers to store your clothes and valuables. We recommend that you leave your phone switched off and other valuable items in your locker. The Spa environment is one of tranquility and relaxation so please respect other guests at all times.

## THERMAL SUITE & RASUL

The thermal suite can be booked without treatments and will be charged at £20pp which will allow 1 hour of access to the facilities. Longer can be purchased if required. When booking for the thermal suite you will not be given access into the Rasul chamber.

The Rasul chamber is sold separately. When booking the Rasul it is £79.00 per couple/two persons and will include the use of the Thermal Suite for 1 hour prior to the Rasul and is included in the price. The price will not be reduced if you do not wish to use the Thermal suite. The Rasul lasts for 30 minutes in total.

We recommend that anyone who is having a treatment use the thermal suite first and then have their treatment and shower prior to using the Thermal/Rasul.

Latest booking time for the Thermal Suite is 7pm.

## RETAIL

Should you wish to try a particular product that one of our therapists have used on you on the day please ask a member of the team for assistance. Payment for any retail purchases can be paid by cash or card.

## CANCELLATIONS

24-hour cancellation is required for all treatments/bookings including use of the Thermal Suite/Rasul to avoid a 100% charge.

Charges will be made for no shows and cancellations out with our free cancellation terms. This will be charged to the card taken to guarantee the booking.

## FACILITIES & TREATMENTS

Each therapist will clean and sanitise their room prior to your arrival, all bed linen will be refreshed between each treatment.



Scan To Book