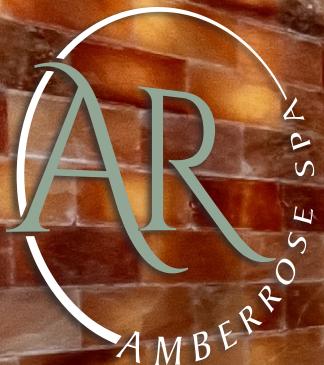


AMBERROSE SPA GUIDELINES



Open Hours 7 days per week

Treatments

10.00am - 6.00pm

Thermal Suite & Rasul

First booking 10.00am

Last booking 16.45pm

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

AMBERROSE SPA GUIDELINES

BOOKING PROCESS

We recommend that all guests book online for a range of treatments, as well as access to the Thermal Suite & Rasul. Book now at: www.loch-lomond.co.uk/spa.

Full payment is required at the point of making your booking by credit/ debit card.

Intake Forms that must be filled out before arrival.

If you have any medical conditions, including nut allergies, heart conditions, skin conditions, diabetes, cancer, pregnancy, recent surgeries, or are taking blood thinners, please contact the spa prior to booking to discuss your treatment.

If booking under the "Wellness" category, a phone consultation upon booking is required.

Please note that your treatment time includes a consultation and after care.

A late arrival may mean that the scheduled time is reduced or unable to be honored. The cancellation policy will still apply.

If you have a gift voucher for the Spa, please make your booking via telephone call or email. All voucher bookings must occur on or before the expiry date.

Guests must be 16 years or older to access the facilities and book treatments.

If you're pregnant: you cannot use the thermal suite. Treatments are offered from 12 weeks (after 1st scan) up to 36 weeks of pregnancy.

Afternoon Teas/Lunch-We are more than happy to plan and cater for dietary requirements/ allergies as long as you give us adequate notice and in advance of your arrival.

CANCELLATIONS

We operate a 48 hour cancellation policy to avoid a 100% charge or redemption from your gift voucher. Notification of cancellation is required by 12noon 48hrs prior to your visit for a full refund or change of date including Treatments, Thermal Suite, Rasul.

PRE ARRIVAL

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

Bring your swimwear, flipflops, and comfy clothes to change into.

We have a limited amount of swimwear and flip flops available for purchase.

We do not supply footwear.



Scan To Book



ARRIVAL AT THE SPA

Please arrive at the Spa no earlier than 10 minutes prior to your appointment/ booking time.

Towels will be supplied in the spa.

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. Avoid taking any valuables in the thermal suite. We do not take responsibility for losses or damage to personal property.

The Spa environment is one of tranquility and relaxation so please respect other guests at all times and use a whispering voice.

Guests are not permitted to bring their own food, drink or outside skincare products into the thermal suite area.

FACILITIES & TREATMENTS

We kindly ask that all guests shower prior to using the facilities or receiving a treatment.

If you are having a treatment, we recommend changing into dry underwear beforehand.

THERMAL SUITE & RASUL

The thermal suite can be booked without treatments and will be charged at £20pp (resident) or £25pp (non-resident) which will allow 1 hour of access to the facilities.

When booking the thermal suite, you will not be given access to the Rasul chamber.

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

RETAIL

We offer a variety of retail products from skincare, body and nail care.

GIFTS

Calling ahead to purchase a gift for a friend or loved one attending the spa is a great way to add to their special day. We offer over the phone prepayment to spend on spa products that day. There is no limit set to what amount can be prepaid for your loved one to enjoy. All purchases include a personalised message and presented in a festive gift envelope.

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spa.reception@loch-lomond.co.uk