

Terms and Conditions

Arrival Information

We request that you arrive 15 minutes prior to your appointment time to complete a consultation form and to prepare and unwind before your treatment. Your treatment is allocated the length of time stated in the brochure, so if you are late your treatment time will be shortened to make sure the next client starts on time. However, you will still be liable for the full treatment cost. We recommend that any personal valuables are securely placed in a locker if one is available. Lakeside Park Hotel cannot accept any responsibility for any loss of, or damage to, any valuables.

What to bring

Swimwear is obligatory when using the spa facilities. We recommend you bring any essentials, and a pair of slippers or flip flops, for walking around the facilities (slippers can be purchased for £1.50). Limited lockers are provided for your belongings and require a returnable one pound coin. On busy days please be aware that all lockers may be in use.

The Spa can also provide towels should you need them at a small charge of £1.00 per towel. Robes to be provided to the guests at the therapists discretion in line with the treatment requirements.

Spa Facilities

All Spa guests and members should be aware that, as part of the Lakeside Park Hotel, the facilities are provided to all hotel overnight guests and children on a complimentary basis at any time during their stay.

Spa Etiquette

As a courtesy to others we request that mobile phones are switched off at all times in all areas. The Spa, including The Spa Garden, is fully non smoking. Anyone wishing to smoke will be directed to smoking areas by The Spa staff. Swimwear should be worn at all times when using the facilities, and under garments or dry swimwear must be worn during treatments. Inflatables, and jumping into the pool from the sides, are not allowed in the pool.

Use of the Spa Facilities

Use of the Spa facilities has a two hour time limit.

Food and Drink

All food inclusive in any Spa package must be chosen from the Spa Special Menu. Any food and drink items consumed in The Brasserie that are not part of an inclusive package must be paid for in The Brasserie. Footwear **MUST** be worn in The Brasserie at all times. Slippers can be purchased in The Spa for £1.50.

Booking Policy

We always recommend pre booking your treatments due to high demand and to avoid disappointment. To book your treatment or package contact The Spa team on 01983 885522 or email us at spa@lakesideparkhotel.com

Card details will be required for any treatment booking or day package. Please have your card details at hand when you book. Refunds will not be given on pre paid courses, gift vouchers and products.

Cancellation Policy

We understand that on occasions you might have to cancel your appointment. However, 24 hours notice is required otherwise 50% of the total cost of your booking will be charged.

Gift Vouchers

Gift Vouchers can be purchased from The Spa on **01983 885522**. Vouchers are valid for 6 months from the date purchased and cannot be lengthened or used if expired. Vouchers can be redeemed against any treatment, package or product. Please quote your voucher number when booking and please make sure you bring the voucher with you on the day. Failure to produce the voucher on the day will result in the full charge being made.

Customer Service Policy

We will always endeavour to provide the very best quality of service and client care at The Lakeside Spa.