

ENJOY YOUR SOPWELL HOUSE SPA EXPERIENCE

We would like your spa experience to be as pleasurable as possible. Here are a few tips to help you derive the greatest benefit from your treatments.

Booking Your Treatment

We advise to book treatments in advance to avoid any disappointment. To book, please call 01727 750427/510

Arrival

In order to make the most of your treatment, we would recommend that you arrive 15 minutes prior to your first appointment. This will allow you time to check in at the Spa reception, familiarise yourself with your surroundings and ensure you are relaxed prior to being collected by your therapist. Please be advised that treatment times include preparation and consultation. Please notify our staff if you are pregnant or have any special medical considerations.

Preparation

We recommend that no alcohol is consumed immediately prior to your spa experience and that you consume plenty of water following any treatments. Water is provided poolside, in the gymnasium, and in the waiting area.

What to Wear

Clients on spa days will feel most comfortable going into treatments with their robe over their swimwear. Disposable briefs and boxers are provided for wet treatments. During treatments our therapists are trained to observe client modesty at all times. Men are requested to wear underwear or swimwear during treatments.

Suitable footwear (trainers or gym shoes) are required when using the gym and aerobics studio.

We strongly advise that no jewellery be worn at any moment while using the spa facilities or relaxing within the spa area. We will not be held responsible for any jewellery lost or damaged.

Health Concerns

Some treatments are not suitable for certain medical conditions or during pregnancy. Please raise any concerns at the time of booking. We may require a doctor's note in order for us to perform certain treatments.

The Country Club

All guests residing at Sopwell House are able to use the swimming pool, sauna, steam room, spa bath and fitness studios with our compliments. Towels and robes can be provided from the Country Club and Spa. Slippers are also available at a charge of £1.

Pool Area

The sauna is situated within our pool area and is unisex. Suitable swimwear must be worn at all times. Ensure that you shower before entering the pool, sauna, steam room or Jacuzzi, especially after having a beauty treatment. When entering the pool area you must NOT wear any outdoor shoes. Slippers and flip flops are acceptable. Blue overshoes are provided in the changing rooms if there is any need to go through the pool area in shoes.

Studio and Gym

We recommend that guests dress for comfort in a t-shirt or vest with stretch trousers or shorts. Trainers must be worn for classes and use of the gymnasium. If you wish to use the gym you will need a TGS key which you can get from reception. While using the gym please ensure you clean the machines after use with the towels provided.

Courtesy

We ask that all mobile phones be turned off in all areas of the Country Club & Spa to ensure tranquillity and to allow you to relax along with our other guests. Sunloungers are not allowed to be reserved. Any towels left on the sunloungers will be removed if the owner is not in the poolside area.

Sunbathing

The only area for bathing is within the terrace by the swimming pool. Sun bathing is not permitted on the grass area.

Children

Children are allowed in the Country Club from 10am, but they need to vacate the swimming pool and changing room areas by 5pm weekdays and bank holidays, and by 6.30pm on weekends. They must always be accompanied by an adult. Please note that due to health and safety, persons under the age of 16 are not allowed to use the sauna, steam room or fitness studios.

Restaurant

Feel free to wear your bathrobe when dining in the Brasserie, Terrace Bar. But please ensure shoes or slippers are worn.

Cancellation Policy

Please allow 24 hours notice of cancellation to avoid being charged the full amount.