



PRE ARRIVAL INFORMATION

YOUR DETAILS

The following information is to ensure that you make the most of your time at The Spa at Stanley House. Upon arrival you will be invited to complete a consultation form which includes medical and health questions. If you, or any of your guests, suffer with any conditions listed below you are advised to seek medical consent prior to your visit:

- Epilepsy or a history of epilepsy
- Diabetes
- Deep vein thrombosis or embolism, or a history of either conditions
- Cancer, or you are receiving chemotherapy/radiotherapy
- Heart conditions or circulatory related conditions
- Joint, tendon or back problems
- Recent surgery
- High or low blood pressure
- Rheumatoid arthritis can be aggravated by heat and therefore it is recommended to seek General Practitioners advice prior to using heat experiences.

Please note that anyone who is contra-indicated will be requested to complete a disclaimer to accept full responsibility for any associated risks.

Pregnancy, we do not recommend thermal bathing, rasul or the bathing rituals during pregnancy. Treatments are adapted to suit individual needs after the first trimester. No treatments will be given during the first trimester of pregnancy.

AGE RESTRICTION

The Spa at Stanley House is an adult space with a minimum age of 16 years. Please ensure that all your guests are fully aware of this to avoid disappointment and ID may be requested as proof of age.

*Booking an underage guest may result in a cancellation fee being charged.

ARRIVAL TIME

We suggest that you arrive at least 15 minutes prior to your scheduled appointment to allow time to relax, unwind, change into one of our fluffy white robes and enjoy the ambience whilst completing a Spa consultation form in our Relaxation Lounge.

A late arrival may result in your scheduled experience duration being shortened.

GIFT VOUCHERS

Only valid gift vouchers issued by Stanley House Hotel & Spa may be redeemed in the Spa. Your gift vouchers must be handed in either on or before your arrival, otherwise an alternative method of payment will be required.

The Spa at Stanley House, Mellor, Lancashire, BB2 7NP
Call 01254 769200 / 769229 Email thespa@stanleyhouse.co.uk Visit www.stanleyhouse.co.uk

Please ensure that you share this information with your guests to avoid disappointment.

CHANGING FACILITIES

We have luxurious changing facilities for our guests to enjoy with communal and private changing areas. Lockers are provided for the security of your personal belongings.

The Spa at Stanley House provides robes, towels, slippers and shower amenities for your use whilst with us. Don't forget your swimwear!!

Changing facilities are equipped with hairdryers.

Please ensure spa accessories are returned to the changing areas before departing, to avoid additional charges.

RELAXATION LOUNGE

Our beautiful, relaxed lounge allows you and other guests to enjoy the tranquil surroundings and 'just be' and take in the panoramic views of the Ribble Valley...

We provide complimentary herbal infusions, along with dried fruit and fresh apples for your enjoyment. The Lounge is designed as a quiet space and therefore we ask that all guests respect the need for serenity and tranquillity.

Should you wish to enjoy a chilled glass of Prosecco, you may do so and add the cost to your Spa bill.

The staff and management reserve the right to refuse access to the Spa if a guest is under the influence of alcohol, with no refund or alternative offered.

Please note that The Spa at Stanley House is unable to offer food and beverages that are not included in Spa packages. However, if you do wish to include a light lunch or maybe one of our Chef's delicious afternoon tea please advise the Spa 24 hours in advance of your visit and we will be delighted to have this ready for you.

If you, or your guests, have any special dietary requirements you must notify the Spa at least 24 hours in advance. All lunches must be pre-arranged 24 hours in advance.

CANCELLATION POLICY

All reservations must be secured by credit card at booking and are only confirmed upon the receipt of these details. We reserve the right to cancel bookings without these details. There will be no charge for cancellations received 72 hours prior to the date of the Spa visit. If full payment has been processed, this will be refunded in full, if cancellation is received outside the 72 hours notice period.

ADDITIONAL INFORMATION

We recommend that you leave valuables or jewellery at home, as jewellery should not be worn during thermal bathing.

*The Spa at Stanley House accepts no responsibility for the loss or damage of any valuables or jewellery
We recommend that you book any additional treatments or Spa experiences in advance of your visit to avoid disappointment.

We reserve the right to change Spa treatments and appointment times when required.

We like to ensure that all of our guests enjoy a quiet, private, healthy and peaceful experience, we therefore ask that all guests refrain from using videos, cameras, mobile phones, i-pads or other devices that may be detrimental to the enjoyment of others. We recommend that you do wear the flip-flops provided and Swimwear must be worn at all times during Thermal Bathing. Smoking is not permitted in or around the Spa at Stanley House. This includes the entrance and the terraces. No food or drinks may be taken into the Thermal Suite. There is a water fountain to ensure that you stay hydrated whilst enjoying the Thermal Suite.

The Spa at Stanley House, Mellor, Lancashire, BB2 7NP

Call 01254 769200 / 769229 Email thespa@stanleyhouse.co.uk Visit www.stanleyhouse.co.uk

Please ensure that you share this information with your guests to avoid disappointment.