



# MIDDLETHORPE SPA

From 30th November 2021

## Covid-19 Measures for the Safe Return of Spa Guests

We have taken the best advice to ensure everything is in place for your visit that will be as safe as it will be enjoyable, as most freedoms return whilst some safety measures remain. These measures apply to all guests and everybody working at the Spa.



### SPA MEMBERS AND GUESTS

- Please complete and return a health questionnaire the day before your visit, including if there are any changes in your circumstances or travel from abroad.
- A temperature check is available upon your arrival.
- Face coverings are to be worn in the Spa.
- No handshakes, please!
- Hand sanitiser is available at strategic points.
- Please respect social distancing in the Spa.
- Special cleaning and sanitisation of public areas and touch surfaces will take place by staff.
- Your account will be presented electronically, and card payments are preferred.



In 2008 Hartwell House, Middlethorpe Hall and Bodysgallen Hall were given to the NATIONAL TRUST to ensure their long-term protection



## SPA SERVICES, CHANGING ROOMS AND TREATMENTS

- The sauna and steam room will be in operation allowing one person at a time, or guests from the same household.
- The Spa bath will be in operation, allowing one person only in the spa bath at one time, or guests from the same household, with 15-minute sessions.
- The Gymnasium will be booked by appointment, allowing one person only, or guests from the same household, to use it for maximum 1 hour.
- Please respect social distancing at the Spa Reception, in the changing rooms and poolside.



## SPA VISITOR HEALTH



- The health and safety of all our visitors is our main concern.
- Please complete and return a health questionnaire the day before your visit, including if there are any changes in your circumstances or travel from abroad.
- Please do not visit the Spa/hotel, even if you have a booking, if you feel in any way unwell.
- If taken ill at the Spa, spa visitors should depart, hotel guests return to their room, self-isolate and contact hotel management. If it is necessary for guests to return home, any balance of your reservation will be refunded.
- Please wash hands and sanitise regularly. Hand-washing by guest and therapist will be a part of every treatment.
- Please wear a face covering in the Spa and during any treatment.

## OUR STAFF, CONTRACTORS AND SUPPLIERS

**are committed to guest safety, and:**

- Staff will wear masks in the treatment rooms.
- Will not attend if not well
- Will wash hands frequently
- Will sanitise hands frequently
- Will use PPE as directed.
- Will practise social distancing
- Will attend site only when expected in advance
- Will complete a health questionnaire on request, undertake any requested health check, and will regularly do Covid-19 lateral flow tests.
- Suppliers will not enter building unless agreed
- Suppliers will not use lavatories on premises

