



DART MARINA

HEALTH SPA

SPA ETIQUETTE

For the enjoyment of yourself and to other Spa users we have put together some helpful tips and answered some frequently asked questions. If you have any further questions please feel free to call our reception and we will be pleased to help you further.

WHAT TO WEAR

We will provide a robe and pair of slippers while you are visiting the spa facilities. These will be handed to you either at reception or in the treatment room. Therapists will maintain a level of comfort during the treatment by covering areas that are not being treated. We require suitable swimming attire to be worn in the Jacuzzi, steam room, showers and pool at all times. Please remember to pack suitable swim attire, but if you do forget, we do have a limited selection to purchase. Suitable foot wear and workout attire must be worn in the fitness suite at all times. Please do not use the equipment in wet swimming wear or barefooted.

STORING VALUABLES

Lockers are available for storing valuables. A £1 coin is required as a deposit for each locker. We suggest you do not bring any valuables into the spa that you do not feel you will need.

APPROPRIATE ARRIVAL TIME

We kindly ask that you arrive at least 15 minutes before your treatment time is due, to fill out a consultation/health questionnaire and familiarise yourself with the spa environment. Please arrive earlier if you would like to use the pool and fitness area. If you are running late for an appointment a courtesy call would be greatly appreciated. Where possible we will try to ensure full treatment time but to accommodate the next guest your treatment time may be reduced.

WHEN ARRIVING

You will be greeted at reception and asked to fill in consultation/health questionnaire if not done so already. If you would like to fill this in prior to your arrival, please contact the Spa reception who will have one sent to your room; please allow reasonable time for this service. Please turn your mobile phone OFF at this point.

CANCELLING A RESERVATION

We operate a 24 hour cancellation policy and regret that a fee may be charged if this is not adhered to.

TREATMENT CHOICE

Our treatment list can be found on the website or a treatment and package list can be sent to you in the post or emailed when requested. We recommend calling our reception and talking through your treatment choices, we can advise you on the best treatments for you and the sequence they should be done. Please be aware that over our busy periods your preferred treatment time may not be available so please consider booking in advance of your stay. Some special health concerns may have to be taken into consideration when booking. To help you plan more effectively please feel free to mention any health concerns you might have that might affect your treatment choices. Alternatively these will only be noted at the time of filling in your health questionnaire before starting your treatment. (insert link to Health questionnaire download)

STEAM ROOM, JACUZZI AND POOL AREA

The spa offers some heat treatments for you to be able to enjoy during your time at the Spa. These facilities are only available to Hotel and Apartment guests, Dart Marina Health Spa Members and to Day Spa packages. However if you would like to use the Pool and Fitness area facilities a charge of £10 will be incurred when purchasing a treatment. If you would like to enjoy the facilities of the pool and fitness area only without a treatment, a charge of £15 per person for a full day is applicable. While enjoying these facilities please adhere to the health and safety notices and do not use these facilities if medically unfit to do so. We provide towels for this area, please deposit used towels in the bins provided in the changing area. The heat treatments and pool we provide are beneficial for you to have before a relaxing treatment, but is NOT suitable to use at least 8 hours before or after a waxing session or after a self tan treatment.

Please note children may only use the swimming pool from 10am to 11am and 3.30pm to 5pm.

DUAL TREATMENT ROOM

We have a beautiful dual treatment room where two people can have a treatment at the same time, if this is a facility you would like to take advantage of, please contact reception to discuss availability of this popular option.

PRODUCT RANGE

The Dart Marina Health Spa prides itself on the high calibre of treatments we provide. For the continuation of your treatment in the comfort of your own home we offer a range of Elemis products. Our therapists are highly trained and knowledgeable and can advise you on your choices. We only use the highest standard of products and treatments in the Spa of which all therapists are fully trained.

SHAVING

Generally shaving is not recommended before a treatment or waxing service. However, men are recommended to shave if having a facial at least 2 hours before the appointment time.

PAYMENT

Hotel guests may have the spa services and products added to their room account alternatively we accept all major credit cards and Cash.

SPECIAL REQUIRMENTS

If you would like to arrange any special requirements during your stay at the spa or for that of someone else please call. We can arrange champagne, flowers and chocolates. If you have any other requirements please call and we will do our up most to accommodate you.