



THE ISLAND WELLNESS CLUB & SPA

ISLE OF WIGHT

Spa Policy

Pre arrival:

To allow you to start your relaxation and prepare for your treatment we ask that you arrive 15 minutes prior to your first treatment. We will provide you with a locker, a robe and towels for your use throughout the day. Please bring along a pair of slippers or non-slip flip flops to use within the spa area so that you are fully able to move around the treatment rooms and in the sauna and steam rooms safely. If you are wishing to use the sauna and steam room during your visit, please also bring suitable swimwear with you.

Health Conditions:

When making your booking please advise us of any health conditions and any medication you are taking which may affect your chosen treatments. On the day of your treatments, our spa team will complete a health questionnaire to ensure we provide you with the very best treatment, whilst assuring your comfort and safety.

Pregnancy:

Please do let us know at the time of booking if you are pregnant so we can advise you on the best treatments available to you.

Sauna & Steam Room:

We do recommend that you use the sauna and steam area before your treatment. This allows you time to begin to relax, warms up the muscles and will maximise the benefits and effects of any products applied. As a word of caution, these facilities are not suitable for anyone who is pregnant, has high/low blood pressure, a heart condition, a contagious skin condition or anyone who has been advised not to be exposed to extremes of heat. If you'd like to benefit from this added enhancement before your treatment then please build a little extra time into your arrival time before your first treatment is due.

On arrival:

Once you have checked in, at the Wellness Hub reception in the Island Wellness Club & Spa, our team will settle you in and help you to navigate the spa area.

Our environmental integrity:

We are passionate about creating a positive environment in the Island Wellness Spa, with this in mind, we do not allow food or alcohol to be taken into the spa and we will ask you to switch off all mobile phones or other electronic devices before entering this area.

Late arrivals:

If you arrive late we will do our best to accommodate your treatment in the time remaining, however we may have to adapt your treatment slightly.

Children:

We regret anyone under the age of 18 is not permitted in the Island Wellness Spa however,

We can offer a limited treatment range for 16-18 years with consent and in the presence of a parent or guardian.

Bookings and cancellations:

All bookings will be required to be paid in full at the time of booking. If you need to change or cancel an appointment, we ask that you give us a minimum of 24 hrs notice or the full cost of the treatment will still be applied.

Before you leave:

Please return your robes and towels to the laundry bins provided. We always welcome your feedback so we'd be delighted if you are able to complete the Island Wellness Spa feedback form before you depart.

Please do not hesitate to contact us with any queries regarding your booking. We look forward to meeting you soon.

Kind regards

The Island Wellness Spa Team