

Spa Information - Terms & Conditions

We hope the following information is useful in planning your visit with us. We look forward to welcoming you.

Opening Times – The Spa is open from 10am-6pm (first treatment is at 10am & the last treatment is at 4.45pm for 55 minutes or 5.15pm for 25 minutes).

Treatment Bookings – Please book your treatments in advance to avoid disappointment, a pre-payment/deposit of 50% or 100% of the treatment or package will be required to secure your booking.

Group Bookings – We know that some of the most memorable experiences are with friends and we welcome group bookings. To confirm group bookings, we require a 50% or 100% pre-payment. We can offer for up to 6 guests per group booking *subject to availability*. Please call us to check availability and prices. No more than three massages per group booking due to the health & safety of our therapists.

Treatment Times – We have included 5 minutes onto all treatment times to allow your therapist to discuss what you would like to get out of your treatment. Each treatment is 25 minutes approximately. Lateness will result in your treatment time being reduced or cancelled. We will do our best to accommodate you, however the spa is running on a specific time schedule. Please allow sufficient journey time to arrive prior to your treatments. No refunds or replacements will be offered in this case.

On The Day Of Treatments – Please arrive at least 15 minutes before your treatment. You will be welcomed by one of our team and provided with a towel & robe. Please bring your own footwear suitable for the poolside. Your therapist will specify what to wear for your treatment during your initial consultation. Please wear dry swimwear or clothing to your treatment.

Health Concerns – We want you to enjoy your experience at The Hogs-back Hotel and Spa. We ask you to raise any health concerns when you make your appointment e.g pregnancy, allergies etc. This will enable us to recommend treatments that are most suitable for you. We will ask you to complete a short medical questionnaire to ensure that treatments are safe and appropriate. Treatments may be tailored to accommodate any contra-indications if it is safe to do so.

Spa Etiquette – We'd really appreciate it if you would help us to maintain a certain level of quietness and avoid using mobile phones and keep all noise to a minimum in our waiting area of the spa.

Cancellation Policy – Treatments or day spa bookings cancelled within 72 hours will incur a 100% cancellation charge. Cancellation fees may be waived at the leisure clubs discretion if you re-schedule your booking within 4 weeks if available to do so.