



## SPA ETIQUETTE

### APPOINTMENTS

We advise you to book your appointments prior to your arrival, so that we may best accommodate your needs and to avoid disappointment should we be fully booked. To confirm and secure your reservation, a credit card will be required. Please note that we do not differentiate or distinguish between our male and female therapists or nationality, as all of our therapists are experienced, qualified professionals who are trained to assure your privacy and comfort at all times. Should you have any preferences, please request them when making your reservation.

### CANCELLATION POLICY

We require 24 hours' notice to re-schedule or cancel your reservation. Reservations made within the 24 hour period are confirmed and cannot be changed or cancelled. All cancellations must be made with Aman Spa directly by calling: extension +44 (0)20 3147 7305, or by emailing us out of hours at [amanspa@the-connaught.co.uk](mailto:amanspa@the-connaught.co.uk) Cancellations made with less than 24 hours' notice or failure to arrive for an appointment will incur the full charge of the treatment.

### RECOMMENDATIONS

For best results, we recommend men shave on the day of a facial. For women we recommend shaving or waxing either the day before or after any thermal or body treatments such as body wrap or scrub.

### ARRIVAL

Please arrive at least 15 minutes prior to your scheduled appointment time. This will allow you to enjoy the spa's relaxing environment and a soothing cup of fresh herbal tea, whilst your therapist conducts a holistic consultation to determine your personal needs. Treatments begin and end on time in order not to inconvenience the next guest.

### DURING YOUR VISIT

We aim to provide a peaceful setting for all guests, so ask you to please keep your mobile devices on silent. Alcohol and smoking are not permitted. The Spa Team reserves the right to refuse access to anyone whose dress or behaviour may disturb or endanger other guests at the spa or surrounding areas.

### WHAT TO WEAR

Robes and slippers are provided for use during your visit. It is advisable to wear undergarments beneath your bathrobe. We also offer disposable undergarments for both men and women. Our therapists are trained in professional draping to cover you appropriately during treatments to maintain your privacy. T-shirts with comfortable trouser or shorts are ideal fitness attire. Trainers must be worn in the fitness centre.

### VALUABLES

Lockers are provided in the changing rooms, however we advise you not to bring or wear valuables whilst using our facilities. The company will not take liability for any loss of or damage to personal articles.

### AMAN SPA TREATMENTS

Holistic consultations are carried out before all treatments. Please be aware that some treatments are not suitable for certain conditions and it is in your best interests if we suggest an alternative treatment. Always consult your doctor first about any concerns you may have about your health in certain cases written permission will be required either by your GP/Specialist or 'Personal Disclaimer' prior to any treatments being conducted.

### SPECIAL REQUIREMENTS

Please inform us if you suffer from allergies, sensitivities, high blood pressure, diabetes, a heart condition or any other physical ailments or injuries at the time of your reservation to allow the best possible treatment experience for you. We have treatments designed specifically for expectant mothers. Please notify us when making a reservation if you are pregnant and we will guide you through the treatments suitable for you.

### AFTER YOUR TREATMENT

It is very important to drink a lot of water before and after your treatment. Take time to relax immediately afterwards, as this will help ensure you experience the full benefits of your treatment.

### FACILITIES

Spa facilities, pool and steam room are for the exclusive use of our Hotel Guests, Aman Spa Members, as well as Day Guests who have booked treatment package over 90min. Facility surcharge £100 applies to day spa guests (who are not resident, nor a spa member). Out of respect for all our guests, we kindly ask you to keep your modesty covered with a towel in the steam room and use your bathrobe in other Aman Spa areas.

### CHILDREN

All persons under the age of 16 wishing to have a treatment or use the facilities are regarded as minors and must be accompanied by a parent or legal guardian. Please be aware that there is not a permanent life guard in attendance in the pool area. Please note Family Friendly Swimming Times are daily from 9-11am and 3-6pm. There is strictly no access to the fitness centre for persons under the age of 16.

### PRODUCTS

To continue your wellbeing regime at home, products used during the treatments are available for purchase on departure.

### GIFT CERTIFICATES

Aman Spa treatments or packages are an ideal gift for a special occasion. Gift certificates are non-refundable and non-transferable.

### PAYMENT

We accept all major credit cards, cash or room charge. Valid identification and credit card authorisation is required for third party payment.

### GRATUITIES

Gratuities are not included in your final bill and are at your discretion.

## FACILITIES

The Aman spa facilities are exclusively available to resident Connaught Hotel Guests, Aman Spa Members and day guests who have treatment packages over 90 min. Facility surcharge £100p.p. applies to day guests who wish to use the facilities in conjunction with shorter treatments.

### SPA FACILITIES POOL

#### Swimming Pool Safety Code

OPEN Daily 07:00 - 21:00

Family Friendly Swimming Times:

Kids' mornings' 09:00 - 11:00

Kids' afternoons' 15:00 - 18:00

Please be aware that there is not a permanent life guard in attendance in the pool area. This area is monitored by CCTV. For this reason we request that you abide by the SAFETY CODE to assure your safety. The rules are prominently displayed at the entrance to the pool.

The swimming-pool is open to all users subject to the following regulation:

- Users must shower before and after using the pool.
- People under the influence of alcohol or drugs will not be permitted to use the pool.
- Diving, running, jumping, pushing and rough play is strongly NOT permitted in and around the pool area.
- Children under 16 years old must be supervised by a responsible adult (18 years or over) at all times.
- The maximum number of children under 16 years of age that one adult can supervise is three.
- Children using flotation devices (e.g. arm bands, rings) must be closely supervised, with the parent or guardian in the water with them at all times.
- Children of nappy wearing age must wear swim pants at all times.
- No glass or crockery to be taken into pool areas.
- No outdoor footwear allowed on poolside, the Spa team will provide you with slippers.
- Only approved swimwear is permitted:
  - Males: Trunks or swimwear shorts
  - Females: Costume or bikini(Cut-off jeans and T-shirts are not permitted)
- Any person suffering from a known serious medical condition for example heart conditions, diabetes, epilepsy or respiratory problem should seek medical guidance from a doctor before swimming. Any person volunteering such information should be closely monitored within the pool and the staff on duty should be made aware.
- Any person suffering from an open wound or sore, infected eyes, or discharge from the ears or nose, will be refused entry.

### FITNESS CENTRE

#### Fitness Centre Safety Code

OPEN Daily 07:00 - 21:00

- Please ensure sports shoes are worn at all times whilst using the fitness equipment.
- The safety cords must be worn whilst using the treadmills.
- Please report any medical condition that may put you at risk to a spa employee prior to using the equipment.
- The consumption of food from outside and alcohol is not permitted in Aman Spa.

### SPA FACILITY GUIDELINES

**ALWAYS SWIM WITHIN YOUR ABILITY.** Never swim after a heavy meal or after alcohol consumption. Avoid holding your breath and swimming long distances under water. Be especially careful if you have a medical condition such as epilepsy, asthma, diabetes or a heart condition.

**CHECK NEW PLACES.** Every pool is different, so always make sure you know how deep the water is (our pool's depth is 1.2m and therefore diving is strictly prohibited) and check for other hazards. We have a deck level pool thus slipping on the edge of the pool is possible and we recommend not to walk on the edge of the pool and ensure you enter and exit the pool at the stairs.

**TAKE SAFETY ADVICE.** Follow advice provided for your safety and that of others. Avoid unruly behaviour that can be dangerous for instance, running on the side of the pool; ducking; acrobatics in the water, or shouting or screaming (which could distract attention from an emergency). Always do as the spa attendants say and remember that a moment of foolish behaviour can cost a life.

**LOOK OUT FOR YOURSELF AND OTHER USERS.** It is safer to swim with a companion. Keep an eye open for others, particularly young children and non-swimmers.

**LEARN HOW TO HELP.** If you see someone in difficulty, get help immediately. In an emergency, keep calm and do exactly as you are told.



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