



## SPA ETIQUETTE

### APPOINTMENTS

We advise you to book your appointments in advance, so that we may best accommodate your needs. 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 their nationalities, 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 a 24-hour period cannot be changed or cancelled. All cancellations must be made with Aman Spa directly by calling: +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.

### BEFORE YOUR TREATMENT

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 a 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 following guest.

### 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 trousers or shorts are ideal fitness attire. Trainers must be worn in the fitness centre.

### 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.

### 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 or a signed personal disclaimer will be required by your GP/specialist 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 water 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, including the swimming pool and steam room, are for the exclusive use of our hotel guests and spa members. The swimming pool and steam room are available for up to 3 hours to guests who have treatments over 90 minutes. A facility surcharge of £100 applies to day guests (who are neither a resident or 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 lifeguard in attendance in the pool area. Please note family friendly swimming times are daily from 9.00am-11.00am and 3.00pm-6.00pm. There is strictly no access to the fitness centre for persons under the age of 16.

### AMAN PRODUCTS

To continue your well-being 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 and can be purchased at Aman reception or on our hotel website. Gift certificates are non-refundable and non-transferable.

### PAYMENT

We accept all major credit cards and cash. In-house guests can charge treatments to their room account. Valid identification and credit card authorisation are 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 minutes. A surcharge of £100 per person applies to day guests who wish to use the facilities in conjunction with shorter treatments.

## POOL

Open daily 7:00am - 9:00pm

Family friendly swimming hours:

Mornings 9:00am - 11:00am

Afternoons 3:00pm - 6:00pm

### Swimming Pool Regulations

Please be aware that there is not a permanent lifeguard in attendance in the pool area. This area is monitored by CCTV. For this reason we request that you abide by the Swimming Pool Safety Code to assure your safety. The following rules are also prominently displayed at the entrance to the pool.

The swimming pool is open to all guests subject to the following regulations:

- Guests must shower before and after using the pool.
- People under the influence of alcohol or drugs are not permitted to use the pool.
- Diving, running, jumping, pushing and rough play are 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 should be taken into pool areas.
- No outdoor footwear is allowed poolside. The Spa Team will provide you with slippers.
- Only approved swimwear is permitted:
  - Males: trunks or swimwear shorts
  - Females: swimming 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 problems, 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

Open daily 7:00am - 9:00pm

### Fitness Centre Safety Code

- 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 member of the Spa Team prior to using the equipment.
- The consumption of food from outside and alcohol is not permitted in Aman Spa.

### Swimming Pool Safety Code

**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 is possible and we recommend not to walk on the edge of the pool. 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, such as running around the pool, ducking, acrobatics in the water, and 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 OTHERS.** 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.



# THE CONNAUGHT

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