

# The Grand Hotel

EASTBOURNE



We are looking forward to welcoming you to the hotel and take pride in offering our spa facilities. The health and safety of our visitors and employees is of paramount importance, so in preparation for your visit, we are adopting the following precautions and ask that you please take note of these ahead of your arrival.

## Using the Health Club Facilities

- Our swimming pool's maximum capacity is 25 bathers. Please be aware that spectators are included as part of the maximum capacity and should be limited to just one adult to oversee children aged 7 or over. Under 7's need one adult per child swimming.
- Prior to using our gym, you will need to complete a disclaimer with our Health Club team.
- Children swim times are between 8am and 8pm (for children under 12). Under 12's are not allowed in the spa bath or steam room.
- Please shower before swimming. We can supply bathrobes and flip-flops upon request, which can be collected from the reception area. Towels are available in the changing rooms. Lockers are available on a complimentary basis, using a digital lock system.
  - Please check in at reception before starting your session.
- Our reception team can provide access to a wide range of digital newspapers and magazines, to be viewed on your own device. Please ask for the QR code.

## Pamper Day & Treatment Policy

- Treatments should always be booked in advance to avoid disappointment.
- Please arrive 15 minutes before your appointment time to allow for completion of the consultation form.
- Access to the spa facilities is complimentary for resident guests and Pamper Day guests. We recommend using the facilities prior to your treatment, to allow the products used to have maximum absorption.
- Please do not attend your appointment if you have a cough, cold, or any flu-like symptoms.
  - Please do not attend a treatment while under the influence of alcohol.
- To encourage full relaxation for yourself and other guests, we would ask that you turn your mobile phones off.
  - We reserve the right to end the treatment if you speak or act inappropriately.
- For Pamper Days and Treatments, full pre-payment is required at the time of booking and is non-refundable. You can reschedule a Spa Day up to 7 days prior to arrival, or treatments at least 72 hours in advance. Your new date must be within 3 months of the original booking, and may be subject to additional charges.
- All prices include VAT at the prevailing rate and are subject to change. A discretionary 12.5% service charge will be added to all services and shared among the team.

We look forward to welcoming you soon. If you have any questions prior to your visit, please do not hesitate to contact us on 01323 435025