

How to Spa...



Elan Spa

At MALLORY COURT

Spa Opening Times

MONDAY TO FRIDAY

Gym 6 am - 10 pm

Pool and thermal retreat 6.30 am - 9.30 pm

Last entry 30 minutes before closing time.

SATURDAY AND SUNDAY

Gym 7 am - 9 pm

Pool and thermal retreat 8 am - 8 pm

Last entry 30 minutes before closing time.

All our guests have complimentary access to the Elan Spa facilities when booking any 55-minute treatment. A charge of £25.00 per person, per day (bookable in advance) will be charged to the individual guests wishing to use the facilities without a treatment booking. Robes, towels and slippers will be provided for the guests' comfort. This will be valid for use between our standard arrival time of 3.00pm and departure time of 11.00am

Spa Etiquette

We have created a relaxed, tranquil environment please support this by following our spa etiquette:

Non-smoking area • Mobile free area • Please wear swimwear at all times • Please wear bathrobes in public areas

What to Bring

Robes and towels are provided during your visit. Hairdryers and toiletries are available in changing rooms and hotel guest rooms. Remember to bring your swimwear, gym wear, suitable non slip footwear and trainers!

Treatments

To avoid disappointment we advise all treatments are booked and treatment choice confirmed before arrival. Please arrive 10 minutes before your appointment time to fill out necessary medical questionnaires. Late arrival for treatments may result in your treatment time being reduced.

Please inform a member of staff of any illness, injury or health issue that may be relevant to your treatment or visit at the time of booking.

Mums to Be

Please inform at the time of booking and when visiting if you are pregnant, so that we can advise what facilities are safe to use. Treatments are available after the first 3 months.

Cancellation Policy

Treatments and facility use require 48 hours' notice to cancel or move, failure to do so will result in full payment.

Child Policy

Children under the age of 16 are not permitted to use the Thermal Suite/Fitness Gym Studio or have spa treatments.

Children under the age of 4 have no access to the pool and spa facilities.

Children age 4 - 12 must be accompanied and supervised by an adult within the pool at all times.

Children age 13 - 16 may use the pool, if accompanied by an adult pool side.

Access times to the pool 7.30 am - 9 am and 5 pm - 6.30 pm

A charge of £15.00 per child, per day (bookable in advance) will be applicable for children wishing to use the facilities.