

ENSURING A HEALTHY AND HAPPY SPA VISIT

WITH YOUR SAFETY
AND WELLBEING

at heart

Vale
RESORT
★★★★

ENTERING THE *spa*

Upon entering the spa you will be required to undertake a temperature check and sanitize your hands. A number of hand sanitising stations have been installed throughout the spa but we also advise regular hand washing at regular intervals and follow the government guideline signage on display throughout the spa. Social distancing will apply at our spa reception and we have installed a number of glass screens to minimise personal contact with spa receptionists. We have also adjusted our air flow systems to increase the percentage of fresh air circulating.



RETAIL *purchases*

Please note that we have removed all non-essential items from around the spa including tester products. Please ask at reception for advice regarding any retail purchases and we request you abstain from touching retail products directly. Purchases and payments will need to be made using contactless card or if you are a hotel resident, we can charge to your room.

PLEASE BE *responsible*

For the benefit of all guests and staff please observe the Government social distancing guidelines. We ask anyone who is concerned that they may be developing Covid-19 symptoms to follow the Government advice, and self-isolate in the first instance. If you have a new continuous cough, high temperature or any other symptoms associated with Coronavirus or have been advised to self-quarantine, **please do not visit the spa** and contact our reservations team by email to **reschedule your visit**.

CLEANING

We have invested in new equipment to deliver enhanced anti-viral protection. Our housekeeping team will follow new, safe cleaning and sanitation processes across all areas and they will be especially vigilant around commonly touched areas. In addition we have increased availability of disinfectant cleaning products throughout the spa. We politely ask that you help us and your fellow guests by using these products to wipe surfaces after use.



OUR *team*

All Vale staff have undergone enhanced COVID-19 training and understand what's required of them to safely operate the Vale spa. Staff will arrive in their own clothes and change into their uniform. Daily temperature checks will be undertaken on arrival every day. **Mask, visor, gloves and disposable apron will be worn for every treatment and will sanitise and clean treatment rooms after every use.** Senior managers have also received COVID-19 updated first aid training.

SPA *facilities*

The majority of our spa facilities will be fully operational but conditions and certain government guidelines will still need to be adhered to. Our Spa Experience packages will allow for a half day in the spa, your spa treatment plus use of swimming pool and relaxation facilities. Guests can choose a morning or afternoon session. Lunch is included with the morning session and High Tea with the afternoon session.

DINING

A buffet lunch and buffet style High Tea will be served in our Chai Café. All food and beverages will of course be served in compliance with Government guidelines with all Vale spa staff wearing appropriate PPE.

OCCUPANCY

Social distancing is a top priority for all our guests and staff. We have therefore reduced our guest occupancy levels to ensure everyone can keep a safe distance from each other and we are fortunate that our wonderful facilities enable us to do this. We will be asking you to familiarise yourself with all of our guidance in advance of your visit.

