



WHITE SPA

at White House

The White Spa at The White House

Covid-19 measures



We're very much looking forward to welcoming you back to the White Spa at The White House. Whilst our doors have been closed, we've been busy creating new health and safety procedures to make sure you feel safe, relaxed and comfortable from the moment you arrive.

Following the government's advice, we've reviewed many of our policies and procedures, and given our team additional training to safeguard the spa environment.

We're pleased to share these new changes, so you'll know exactly what to expect from your next visit.



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Before you arrive

To support social-distancing guidelines, we have a booking system for all our spa facilities every day. Members & spa guests must book slots to use our spa facilities, helping to keep the spa as safe as possible. Each booking slot lasts 60 minutes. You can book your slot by emailing us on info@whitehouserhualt.co.uk or calling us on 01745 583000.

Opening Hours

We have revised our opening hours;

DAY	OPENING TIME	CLOSING TIME
Monday to Friday	6.30am	8pm
Saturday	7.30am	7pm
Sunday	9am	5pm

Children's Swim Times

DAY	MORNING	AFTERNOON
Saturday	8am-9am	5pm-6pm
Sunday	9-10am	4-5pm



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Social Distancing

Please maintain social distancing measures during your visit, by ensuring you are 2m distance from other guests. We are limiting the capacity of guests in the spa to support this as much as possible. Our current maximum guest limits are;

- 4 guests in the gym at one time
- 6 guests in the pool areas (indoor swimming pool area & outdoor hydrotherapy pool area).

Reception Area

On entry to the spa, please sanitise your hands with the sanitiser provided at reception. Hand sanitisers are also available on the changing room entries, in the gym, and the treatment rooms. We have fitted a Perspex screen at the reception desk, and we will perform a temperature check on each guest entering the spa.

Face Coverings

Face coverings are required to be worn by law, in indoor public spaces. Please keep your face covering on in the public areas of the spa, including reception & changing rooms. You may remove your face covering for physical exercise in the gym, for swimming in the pools, and when seated at a table for drinks or dining. Please wear your face mask when attending any treatments, until your therapist advises you to remove it.



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Gym

Hand sanitiser is provided at the entrance to the gym. Please wipe down any equipment before and after use, using the disinfectant spray provided. Water is also provided in the gym via a water cooler, and disposable cups.



Spa Facilities

The steam room & sauna will remain closed to adhere to current health & safety guidelines. Please the pre-swim showers in the pool area before entering the pools, or the showers provided in the changing rooms. We have spaced out our relaxation loungers to help maintain social distancing in this area.

Treatments

Our therapists will be wearing face masks/ visors when performing your treatment, and will wash their hands before & after your treatment. We've fitted a Perspex screen on the manicure desk and will be using disposable equipment when possible. We have allowed extra time in between each treatment, to allow therapists time to maintain excellent hygiene, including sanitising surfaces, treatment beds and change bed linen. Please wear a face covering for your treatment, unless your therapist advises you to remove it.



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Changing Areas

Please arrive at the spa dressed in your workout clothing to use the gym, to prevent the need to use the changing areas. This will help us control the number of guests using this area, maintain social distancing guidelines and keep the changing rooms as safe as possible. For members using the pool, please bring your own towel. Spa day packages will be provided with a clean robe, towel & slippers.

Cleanliness

Throughout the day and between reservations, the spa staff will perform checks every hour to sanitise the facilities and touchpoints. We perform regular pool tests throughout the day, and the spa is thoroughly cleaned every night, after closure.

We strive to make your visit as relaxed and enjoyable as possible, your health & safety is our top priority.

We look forward to welcoming you to The White Spa. If you have any questions or would like to make a reservation, please contact: 01745 530 000 or info@whitehouserhuallt.co.uk.