

General Safety

- All guests will need a booking before arriving at the Scarlet Spa or Bedruthan Spa. This includes use of spa facilities, treatments, well-being classes, and outdoor experiences including the Clifftop Hot Tub and Sensory Spa Garden.
- We will ask you to complete an online medical consultation form.
- Payment is taken on booking - whether that's through our spa reservations team, online portal or when you're with us in the hotel. We only take cashless payments.
- Social distancing signage is placed in the spas for the safety of all. Furniture has been arranged to allow adequate distance between you and other guests. Some areas may not be available during your time with us, please check our terms and conditions for more information on this.
- We have lowered capacity within the spas to enable a safe environment for all, these are in line with current government guidelines and are subject to change.
- Some guests might not be wearing face covering for health, age or equality reasons. Please be mindful and respectful of these circumstances.
- There could be times when areas within the spas - changing rooms and pools - are at capacity. We would appreciate your patience whilst our teams work hard to ensure everyone's safety. For residential spa guests we encourage the use of hotel room facilities and ask you to arrive ready.
- Screens and barriers are placed within areas where an extra bit of safety is recommended and our team will be wearing appropriate PPE.
- We frequently clean high touch points and high traffic areas.
- We have sanitising stations throughout the spa, please use these upon arrival and frequently during your time with us.
- We encourage you to use your own face covering, but in cases where you don't have one, we are able to provide you with a disposable face covering.
- All soft furnishings have been removed from the spa so if you would like a blanket please request this at spa reception.

Personal Hygiene

- We ask our team to wash their hands every 30 minutes for a minimum of 20 seconds with soap and water.
- We have designated PPE disposal stations available within the spa.

Site Hygiene

- Air units and AC units are periodically checked to ensure effective air flow.
- Laundry bins are routinely disinfected.
- Washrooms are periodically cleaned.

Treatments

- Each treatment room is sanitised after use. Therapists and guests are asked to wash their hands before and after every treatment.
- All therapists wear appropriate PPE for treatments.
- We ask that you wear your face covering at all times, even during your treatment. If your treatment involves the face, then we will ask you to remove your covering.
- We advise and encourage guests to shower in their rooms or at home prior to their treatment. If you're staying with us, we encourage that you arrive to the spa in your robe.
- All guests are asked to arrive 10 minutes prior to their treatment.
- Time between our treatments has been increased to allow for deep cleaning and sanitisation of treatment rooms.
- Treatments are staggered, where possible, to ensure social distancing can be practiced.

Spa Facilities

- We continuously monitor the capacity of our pools. If you're staying at Bedruthan and would like to book a pool session, please do this through our website. If you're staying at Scarlet, please speak to a member of the spa team.
- The sauna is sanitised every 30 minutes. It doesn't need to be booked but can only include members of your group when using it. Indoor thermal spa bookings at Bedruthan include use of the sauna, steam room and caldarium.
- We have indoor and outdoor pools at Bedruthan.
- All spa facilities are sanitised every 30 minutes.
- The team handle robes and towels safely, ensuring that they wash their hands and use the appropriate PPE.

Changing Rooms

- Day guests will be allocated a changing room to use whilst you are with us.
- All changing rooms and lockers are sanitised every 30 minutes or after every use where possible.
- Amenities are available within Scarlet.
- Amenities are available within Bedruthan.
- Sanitising wipes are available at hair styling stations, please ensure you use these before and after using styling tools.

Classes

- Class sizes are smaller to adhere to social distancing guidelines.
- All classes must be pre-booked at reception or online.
- We encourage guests to shower in their room and arrive in gym clothes.

Food and Beverage

- We encourage guests to use personal water bottles to stay hydrated.
- Eco-friendly disposable cups are available.
- We don't recommend consuming alcohol before using the spa, and it is not permitted within the main facilities, however a glass of champagne in the Clifftop Hot Tub at Scarlet is a must!

Communications

- Our website and email communication has been updated to include links to what you need to know when making a booking.
- Speak to our spa reservations team over the phone if you would like to discuss any personal concerns, they'll be happy to help or know the right person for you to talk too.
- Guests are asked not to visit if they have Covid-19 symptoms.
- We ask for 48 hours notice to cancel your booking or package, within this time a 100% fee is charged.