



## Spa Information and Policies

### agua Essence Menu

agua London is delighted to be taking reservations from 4 September 2020 and we are looking forward to welcoming back our guests for much needed relaxation and nurturing.

Our spa has always had the highest standards of hygiene and duty of care for all our guests and team. We have enhanced these with medical grade protocols and created an evolved menu concept named agua Essence. Treatments from this menu will adhere to the enhanced standards and focus on a holistic approach supporting immunity, mental and emotional health.

In keeping with physical distancing requirements provided by the UK Government and World Health Organisation (WHO) the spa has reduced capacity management in all our areas, therefore only guests with spa bookings will be able to use the spa facility. All bookings will have staggered arrival times to support this. Use of the facility will be available for up to two hours for all guests.

### Opening Hours and Bookings

#### Spa Reception

Monday to Sunday: 10:30 - 19:00

#### Treatments

Monday to Friday: 09:45 - 19:30 (last treatment booking is 18:30)

Saturday & Sunday: 09:15 - 19:00 (last treatment booking is 18:00)

\*The spa has set booking time slots enabling staggered arrival times and changeover periods in between treatments guests. Bookings are only possible at this point by telephone or email.

\*We are unable to book treatments for less or more than 60 minutes in a single session. Couples and Hammam treatments will also not be available at this time. We are able to accommodate small groups of 4 guests for spa treatments and a maximum of 2 guests at one time in our Glamour Lounge. Due to the ever changing situation at the moment, please make sure you refer to the [We Care](#) page on our website which states current Government restrictions and FAQ's'

### Your Experience

All spa guests will be required to complete a full health questionnaire that will be provided digitally prior to their treatment. On arrival all guests will receive a health screening with a trained member of the spa team. Our menus and information will all be available through our property App which will be communicated through our confirmation emails and through QR codes.

Sea Containers London is now a cashless operation. We have enabled our systems to take contactless payments through several methods including Apple and Google pay. Guests will only be limited by their own personal limits set by their bank.



Our spa reception will have a glass screen and all guests will be assisted on arrival by a spa team member in PPE who will oversee your time with us and provide you with a tour and instructions for using the spa areas.

Lockers will be disinfected and sealed between use. Fresh towels, robes, and slipper parcels will be provided to each guest on arrival and removed for laundering after use.

All spa therapists will be provided with daily health screenings and when onsite wear full PPE including microbiology cotton masks; fresh aprons for all treatments, visors and disposable gloves will be used when required.

Treatment rooms will be fully changed over and sanitised in between treatments. This will include a 15-minute break in between treatment sessions and sealed doors after disinfection. aqua London utilises cleaning products from Innuscience and will additionally disinfect all areas with certified [Virucide](#). Further information of our cleaning procedures can be found in detail on our property and spa risk assessments – click [here](#) for more information.

Our steam rooms will not be available until it is deemed safe to open, after which time they will be bookable only in sessions of 30 minutes.

The Gym at Sea Containers London will not be available until it is deemed safe to open, after which time there will be dedicated sessions with limited capacities and dedicated break periods for disinfection.