



## Spa Information and Policies

We are delighted our spa can be open for guests and provide much needed relaxation and nurturing. Our spa has always maintained the highest standards of hygiene and duty of care for all our guests and team. In light of the changing restrictions and as COVID-19 continues to be a general high risk, we are continuing with our enhanced guest experience, including several medical grade protocols, which are delivered through our agua Essence and HEDGEROW by agua menus. Treatments from our Essence and HEDGEROW by agua menus will adhere to the enhanced standards and focus on a holistic approach supporting immunity, mental and emotional health.

### 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 guests treatments. 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.

agua 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.

We are registered as part of the National testing scheme and all spa team members are 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.

agua London utilises cleaning products from Innuscience and will additionally disinfect all areas with certified Virucide.

Our steam rooms will remain suspended for the foreseeable future.

We are working hard to reopen our gym space for residents only from September 2021, more information to follow.

Further information of our cleaning procedures can be found in detail on our property and spa risk assessments.