

### **K Spa Opening Times:**

Monday - Sunday 08.00 - 21.00 (last entry 20.30)

Bank Holidays 08.00 - 20.00 (last entry 19.30)

### **Spa Specifics**

#### **BOOKING**

Advance booking is essential to guarantee your preferred time slot. Call our Reservations Team on +44(0)20 8008 6600 to help you make the best choice of treatment. Please inform us if you have a preference of male or female therapist.

An advanced payment is required to secure your treatment. Alternatively, you can book online at: [www.k-west.co.uk/k-spa](http://www.k-west.co.uk/k-spa)

#### **ARRIVAL**

Please allow sufficient time before your treatment to complete a spa consultation form. We recommend you arrive up to 30 minutes in advance of your appointment so that you can change and relax. Please be advised that late arrivals will result in a reduction of treatment time, as the appointment will end as scheduled.

#### **SPA ETIQUETTE**

Our caring Therapists love your feedback: from the treatment room temperature and the music volume, to the pressure being used during your treatment. We all have different requirements, discussing yours will ensure you fully enjoy your treatment. It is particularly important to let the therapist know about any problem areas you may have, or areas you would like special attention paid to.

In the relaxation area, conversations are fine but please moderate your voice as other guests may be having a post treatment nap.

Please respect all spa guests' right to privacy and serenity in the Wet Spa and Relax room. In light of this, the spa is a mobile phone, camera, alcohol and smoke-free zone. It is essential to always shower before entering the Wet Spa. Please sit on a towel when using any of the cabins or seating areas. To avoid dehydration, please drink plenty of water, especially if you are using the steam room and the sauna. Please avoid alcohol prior to your appointment, and avoid shaving on the day of your treatment as it can cause irritation to your skin.

#### **WHAT TO BRING**

We have changing rooms with lockers, robes, slippers, hair dryers, straighteners and all the necessary toiletries are provided. Jewellery is not recommended to be worn in the Wet Spa or whilst having treatments. All you need to bring is yourself, your bathing suit if you are planning to use the facilities, or your gym kit if you want to use our K Fit gym.

#### **CANCELLATION**

A 100% charge will be incurred for cancellations less than 24 hours prior to the scheduled treatment time.