

### K Spa Opening Times:

Monday - Friday	06.30 - 22.00 (last entry 21.30)
Saturday & Sunday	08.00 - 21.00 (last entry 20.30)
Bank Holiday	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.

A Credit or Debit card is required to secure your treatment.

#### ARRIVAL

We recommend you arrive up to an hour before your appointment, to take advantage of the facilities prior to your treatment.

Please be aware that late arrivals will result in a loss 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.

For the comfort of your fellow spa guests, photography and the use of mobile phones is strictly prohibited at K Spa.

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

Always shower before entering the Chill Area. While using a sauna or steam room, please sit on a towel. Drink plenty of water, especially if you are using the steam room and the sauna.

Avoid alcohol prior to your appointment, and avoid shaving (that's face or legs) on the day of your appointment as it can cause irritation to your skin.

Please note a patch test is required for an eyelash tint if you are a first timer.

#### WHAT TO BRING

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

#### CANCELLATION

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