

TERMS & CONDITIONS

SPA BOOKINGS

For reservations and all enquiries please contact us on 01305 595000 or email relax@monartspa.co.uk

We are an adult-only luxury day spa with minimum age of admittance of 18 years.

It is strongly recommend that you book in advance. Please ensure to disclose any relevant medical conditions at booking stage in order for our team to ensure you gain maximum enjoyment and benefit from your time at the spa.

Unless specified otherwise all packages / treatments are unisex.

OPENING HOURS

Tuesday to Sunday

Monday

Please note that Monart Day Spa is closed on Mondays including Spa Reservations.

GIFT OF RELAXATION

Treat someone special to the joy of spa. Gift cards (vouchers) can be used for all services offered at Monart Spa Poundbury. To purchase a gift voucher please call our reservation team who would be delighted to assist you or alternatively visit www.monartspa.co.uk. Please note our vouchers do not expire.

SPA ARRIVAL

For Spa Package appointments we strongly advise

you arrive 30 minutes prior to your reserved arrival time in order to allow our team conduct a full guided check-in and conclude necessary consultation forms.

For Treatment Only bookings please arrive at least 15 minutes prior of your reservation.

Please be aware that late arrival may result in treatment duration being shortened (no discount will be offered in the event of late arrival).

WHAT TO BRING

Swimsuits are required for the use of thermal suite and hydrotherapy pool, so please do remember to bring your own.

For Spa Package reservations; full length locker, luxury spa robes, slippers and luxury towels are provided for your use.

During treatments; guests normally keep their undergarments on. However, if you are in damp swimwear your therapist can provide you with disposable briefs for your comfort upon request. Our professional therapists are trained in draping techniques to ensure your modesty, and comfort. Our luxurious changing rooms have shampoo, conditioner, body wash and body lotion available for you to use.

It is advisable to leave jewellery and valuables at home. We do not recommend that you wear jewellery whilst in the thermal suite, hydrotherapy pool or during treatments. Monart Day Spa will not accept responsibility for loss or damage to personal property unless left in advance with reception for safe keeping.

PHONE & DEVICES

Out of courtesy and consideration for all our guests, please leave your mobile phone switched off in your locker during your visit, to ensure that all guests enjoy the peace and relaxation offered at Monart Day Spa. If you are using your mobile phone or Ipad/tablet as a music player or reading device; please ensure that your device is on “silent mode” at all times. If you absolutely must use your phone to take/ make an emergency call; please do so in the comfort of the Spa Lounge only. While we understand that everyone has busy lives; time in the spa enables guests to switch off and take time out of the constant “peeps”, “pops” and “tweets” for just a few hours.

TALKING / QUIET ZONES

We politely request that guests refrain from talking loudly to ensure that the spa always remains a haven of tranquillity and relaxation for everyone. Most areas of the spa are quiet zones where guests converse quietly. However please note the following social spaces where any conversation is most welcome:

Spa Lounge Hydrotherapy Pool All changing rooms

SMOKING / VAPING

Smoking and vaping is not permitted either at Monart Day Spa, under our magnificent colonnade or at our entrance. We offer a strict smoke / vapour free environment to all guests at all times. Out of respect to our neighbours, guests wearing a Monart Robe are kindly asked to refrain from smoking in the surrounding areas of Queen Mother Square.

HEALTH ADVICE

At the start of your spa day you will be asked to complete a consultation form. It is important for us to know if you are pregnant or have undergone recent surgery. It is also important to let us know about any medical issues such as high blood pressure, heart problems, mobility issues, allergies or other serious conditions.

If you fail to notify us prior to your visit of pregnancy or a medical condition, we reserve the right to change your treatment booked (wherever possible) to an appropriate

alternative. If no such suitable alternative exists a full charge for the treatment time reserved will apply.

We strongly recommend that you do not drink alcohol before using the thermal suite or hydrotherapy pool.

If you are interested in utilising the thermal suite or hydrotherapy pool but are undergoing active medical treatment for any health issue, please ensure to consult your qualified health professional to seek their advice prior to your arrival in order to appropriately assess suitability.

PREGNANCY AND POST-NATAL

It is vital that mothers-to-be advise us when booking as some treatments will not be suitable for pregnant women. No treatments are permitted within the first trimester (12 weeks), apart from manicures and pedicures. Use of the thermal suite & hydrotherapy pool is also not advised during pregnancy. Please inform your therapist if you are pregnant or breast-feeding.

CANCELLATION POLICY

To secure your booking credit card details will be taken at time of reservation.

For Spa Package reservations: cancellation is required at least 72 hours in advance to avoid a full charge being incurred.

For Treatment Only or Mini Therm reservations: cancellation is required at least 48 hours in advance of your reservation to avoid a full charge being incurred.

Non arrival incurs a full charge to the securing credit/debit card.

For bookings of four or more guests please contact reservations directly on 01305 595000 or email relax@monartspa.co.uk to make a group booking and receive our group booking terms & conditions.