



Terms and Conditions

All Users of The Woodland Spa must always adhere to these rules and regulations. The Company reserves the right to change or alter these rules at any time and will update a full copy on our website. The Company whose decision is final shall determine any dispute or difference, which may arise regarding the interpretation of the club rules. Please note all calls are recorded for training and monitoring purposes.

The Woodland Spa including Bertram's Restaurant is an adult only facility for guests 16 years and over and we are a cashless resort.

Reservations and Cancellations

All spa reservations require full payment upon booking.

Should you have a medical condition we request that you seek advice from your GP whether you are suitable to use our facilities/treatments prior to booking. To maintain the ambience, you would expect from a spa, we limit group bookings to a maximum of eight people per group.

Please provide us with 24 hours' notice if you are unable to make your appointment/spa package and we will be happy to re-schedule. Otherwise, we reserve the right to charge the full amount. N.B. Revised bookings may incur additional charge subject to current price list.

We reserve the right to alter treatment times on the day if necessary. All treatment times include consultation and aftercare.

Gift Vouchers

Our Gift Cards are valid at all Crow Wood Hotel & Spa Resort venues. The gift card is non-refundable, and no refund will be issued for any unused value. The Company is not responsible for lost, stolen, damaged or unauthorised use of this card. Gift cards are valid for 24 months from date of purchase and there is no extension allowed after expiry date under any circumstances. Gift Cards must be presented prior to expiry date to be redeemed. Photocopies, screenshots, pictures, emails, voucher codes alone, will not be accepted as payment. We must receive the Gift Card itself upon visiting and redeeming or full charges will apply. All bookings are subject to availability. A 14-day cooling off period applies to all vouchers purchased online.

Code of Conduct

There is to be no misuse of the facility, services or equipment provided. Smoking (including E-cigarettes) is only permitted in the designated smoking areas and is not permitted inside or outside the thermal suite, terrace area or terrace bar.

Users must not knowingly cause a health or safety hazard to others.

Users must not use any facility or treatment if they are knowingly unfit to do so.

Users must report all thefts, accidents, or any suspicious acts to a member of staff immediately.

Locker bands are issued at the Spa

Reception on arrival and must be returned at the end of the day.

Leave all valuables in the lockers provided as the company will not take responsibility for lost or stolen items.

No belongings are to be left in the lockers overnight. Lockers will be emptied daily.

The company reserves the right to remove any items left unattended within the spa.

Each guest will be issued with a towel and robe for use during their visit.

Users are required to bring their own suitable footwear for use around the spa and thermal facilities, e.g., flip flops

At the end of each visit, all users must return their robe and towel to the laundry drop, which is in the changing areas.

Theft or attempted theft of robes or towels will result in permanent exclusion. Spot checks on baggage at exit may be conducted.

Bad language and unruly behaviour are not acceptable and will not be tolerated in any part of the facility and will result in suspension from The Woodland Spa.

The changing areas will remain open 30 minutes after the closure of the thermal suite facilities to allow time for showering and changing.

Mobile Phones

For the benefit and peaceful enjoyment by all users, we request mobile phones and devices are turned to silent when entering the spa facilities. Cameras must not be used in the changing rooms under any circumstances. We request that all members and guests respect peoples' privacy.

Health and Safety

Food, beverages, and alcohol are not permitted inside the Thermal Suite, outdoor hot tubs or changing rooms.

They may only be purchased and consumed within the restaurant, outdoor seating areas or terrace bar.

Glass bottles or glass items are not allowed in the Thermal Suite, changing rooms or outdoor terrace.

Pets are not allowed in the facility except for guide dogs.

Emergency exits are not to be used to enter or leave the building except in the case of a fire.

Cars are to be parked in the designated areas only and must not be left overnight. Crow Wood Leisure Ltd. accepts no responsibility for loss,

damage or injury to any persons or property whilst attending the facility. We request that no alcohol is consumed prior to thermal suite usage. Alcohol is consumed at your own risk.

Thermal Suite

Users must shower before using the swimming pools, spas, or thermal suite cabins. Diving and jumping are not permitted. Max depth 1.2m.

Appropriate swimwear must be worn when using all pools.

Please note no lifeguard is provided for pool supervision. Users do so at their own risk.

Those suffering from high blood pressure, a cardiac irregularity, is immunosuppressed or pregnant, should seek medical advice prior to booking and using the Thermal Suite and pools.

Users should not use the Thermal Suite facilities without reading the rules regarding usage.

Ladies Only Gym

No male members or guests may use this facility at any time regardless of membership type. This facility is unsupervised, and users do so at their own risk. No equipment is instructor led; all facilities are free train only. This facility is part of joint usage with Crow Wood health club members. Experienced and qualified gym instructors are available in the main gym in Crow Wood. Personal training is available at extra cost within Crow Wood. Occasionally it may be necessary for a male member of staff to be in attendance though we will do our best to avoid this.

Bertram's Restaurant and Terrace Bar

Only food and drink served by the company are to be consumed on the premises.

Footwear must be worn in the bar and restaurant.

Robes are not permitted in the restaurant after 6pm. Guests must be fully dressed. The company reserves the right to refuse service of alcohol to anyone they deem to be drunk.

CCTV

CCTV is in operation in the public areas of the spa and video recordings may be made for safety and security reasons. Only the company will have viewing access to CCTV recordings.

Closure and Maintenance

The company reserves the right to withdraw all or some of the facilities when required to conduct essential maintenance work. Facilities may be closed for maintenance, replacement, cleaning, and emergencies without notice or compensation.

Correct as of May 2022