



Terms and Conditions

Guests 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 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, outdoor terrace areas 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, robe and flip flops for use during their visit. At the end of each visit, all users must return these items to the laundry drop, which is in the changing areas. Theft or attempted theft of robes and 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.

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.

Health and Safety

Food, beverages, and alcohol are not permitted inside the Thermal Experience, outdoor pools or changing rooms. They may only be purchased and consumed within the restaurants and outdoor seating areas. Glass bottles or glass items are not allowed in the Thermal Experience, changing rooms or outdoor areas.

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 cabins. Diving and jumping are not permitted. Max depth 1.2m. Swimwear must be worn within our thermal experience and outdoor spa facilities. 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 Experience and pools.

Restaurants

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

Footwear must be worn in the bars and restaurants. Robes are not permitted in Bertram's restaurant after 6pm. Guests must be fully dressed. The company reserves the right to refuse service of alcohol to anyone they deem to be too intoxicated.

Closure and Maintenance

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

December 2024