

**It is now mandatory to wear masks and face coverings in all public indoor areas around the Resort.**

You do not need to wear a mask or face covering if you are using the gym, pool or having certain spa treatments or if you have a legitimate reason not to. **Full Official Government Guidance can be found here.**

Please DO NOT come to Aztec if you are showing any signs or symptoms of COVID-19 (temperature, cough, difficulty breathing or anosmia e.g. loss of taste or smell)

### Opening hours:

Club, Gym, Pools: 7am-10pm  
Spa: 9am - 6pm

### Arrival:

Please do not check in any sooner than 10 minutes before your treatment time. We also ask that you come alone to your appointment.

Please note that as a courtesy to all our clients a prompt appointment schedule is adhered to, late appointments may not be honoured and unfortunately cannot be refunded. Treatments begun late will still finish at the appointed time, so other guests are not inconvenienced.

### Health concerns:

If you have any medical conditions, are pregnant or breast feeding or have allergies, injuries, skin complaints, cancer treatment (past or present) or infections, please discuss with the Aztec Spa Reception (and doctor where necessary) prior to making your booking as this may affect your treatment choice.

### Treatment times:

Treatment times listed in our brochure include consultation and after care advice. Waxing and eye care treatments are approximate timings.

### Spa attire:

Throughout treatments, the body will be modestly covered at all times. Disposable underwear is available upon request. If you wish to use the pool and other leisure facilities remember to bring appropriate footwear, clothing and swimwear to make the most of your visit. Currently you will need to book a session in the pool or gym using the GymSync App. Please ask for full details when you book your spa treatment.

Changing Rooms/Lockers, Robes and Slippers are not provided in the Aztec Spa until further notice.

### Booking policy:

Full payment is required when making your appointment in order to secure your booking.

### Cancellation policy:

100% cancellation charge will be incurred for any treatments cancelled less than 24 hours in advance.

### Children:

Children under the age of 12 are not allowed in the Spa. Children aged between 12-16 years old can have a File and Polish on their hands and/or feet only.

Children from the age of 16 – 18 years old can choose from the following treatments:- Manicure, Pedicure, Massage and some Facials (please ask on specific facials when booking at the Aztec Spa). Children/young people under 18 years old must be accompanied by an adult whilst having any spa treatment.

Regrettably we cannot accommodate babies in the treatment rooms. Please give us a call so we can advise.

### Refunds:

We are unable to refund or exchange any products purchased in the Aztec Spa unless they are faulty.

### Gift vouchers

The ideal present for birthdays, anniversaries, Christmas and other special occasions. Available up to a value of your choice or for a specific treatment.

- Valid for 12 months from date of purchase, unless otherwise stated. Treatment must be received during the validity period stated on the voucher
- Voucher number must be given on booking
- Gift Vouchers are non-refundable
- Remember to bring your Gift Voucher to your appointment
- Please provide a minimum of 24 hours notice to change or cancel an appointment. 100% of the treatment cost will otherwise be redeemed from the voucher