

Opening hours:

Club, Gym, Pools: 7am-9pm

Spa: Mon - Fri 9am-9pm, Sat 9am-6pm, Sun 10am-6pm

Arrival:

Please check in 15 minutes prior to your appointment time at the Aztec Spa Reception. This allows you time to complete a short medical questionnaire.

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.

Lockers are provided in our Spa changing rooms, we cannot be held responsible for the loss of any items left behind.

Robe and slippers will be provided free of charge for required treatments. Robe and slippers are available

to hire from the Aztec Spa Reception.

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 14 are not allowed in the Spa. We do have a limited range of treatments for young people aged 14-17 years, when accompanied by a parent or guardian.

Unfortunately we are unable to perform any massage or body treatments, including St Tropez, on anyone under 18 years of age.

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