

# Aztec Spa Guide

**Age restrictions** Our Spa treatments, Spa Days and Fire & Ice Experience are only available to those over 18 years old. Children under the age of 18 are not allowed in the Spa. We regrettably cannot accommodate babies in the treatment rooms.

**Arrival** Please check in 15 minutes prior to your appointment time at the Aztec Spa Reception. This allows you to complete a short medical questionnaire. Late appointments may not be honoured and unfortunately cannot be refunded. Treatments which start 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.

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

**Fire & Ice** Please do not book Fire & Ice if you have any medical condition that may be adversely affected by the use of the equipment within the facility, which includes several thermal experiences. Please be aware use of our facilities is at your own discretion.

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

**Treatment times** Treatment times include consultation and aftercare advice. Waxing and eye care treatments are approximate timings.

**Spa attire** If you wish to use the pool and other leisure facilities remember to bring appropriate footwear, clothing and swimwear. We cannot be held responsible for the loss of any items left behind.

**Inappropriate behaviour** The Aztec Spa holds the right to refuse any treatment if a client is physically or verbally abusive, or demonstrates inappropriate, aggressive or sexual behaviour. Such behaviour may result in the client being asked to leave and being charged for their full treatment.

**Swimming pool** Customers having a spa treatment can use our indoor pool facilities for £10 per person. We cannot be held responsible for the loss of any items left behind.

**Food & drink** Users are not permitted to take food into the Fire & Ice zone. Free drinking water is available.