

BE WELL
THE SPA

SPA ETIQUETTE



TOWER HAMLETS

Welcome to Be Well The Spa, your sanctuary of affordable luxury, where every moment is designed to elevate your wellbeing.

Please be a considerate guest.

To ensure a serene and enjoyable atmosphere, please adhere to the following guidelines:

Spa treatment etiquette

Arrival time

Please arrive 30 minutes prior to your scheduled treatment time to allow for preparation, including changing and completing our consultation form. Late arrivals may result in a shortened treatment duration.

Medical conditions

Your wellbeing is important to us. If you have any of the following medical conditions, please contact us before booking:

- Pregnancy: If you are pregnant, please notify us at the point of booking so we can advise on the best and safest treatments.

- Current cancer diagnosis.
- Recent surgery (within the last 6 months).

Failure to inform us of these conditions before booking may result in us being unable to deliver your treatment on the day. We will do our best to offer alternative options, but if that's not possible, refunds cannot be provided.

Respectful conduct and behaviour

Our therapists reserve the right to stop treatment at any time if they feel the guest's behaviour is inappropriate.

Thermal spa experience

All guests will be required to complete a health questionnaire prior to using the facilities. Thermal spa experience reservations are for a maximum of two hours. This will be enforced at busy times.

Appropriate conduct and attire

Please wear robes and footwear in all public areas. Swimming costumes must be worn at all times in all areas. We kindly ask that you refrain from intimate or overly affectionate behaviour

within the spa.

Health and safety

Avoid consuming alcohol before using the facilities. Drink plenty of fluids during your visit to stay hydrated. Guests are advised not to use the spa following wax treatments. For the best experience, please shower before using the facilities. Rinse off any soap, shampoo and treatment products in the changing rooms prior to using the spa.

Please do not shave, wash, dye hair or use any other products within the spa.

If you feel unwell whilst using the facility, please inform a staff member.

In an emergency, please use the nearest emergency alarm.



General spa etiquette

To maintain the serene ambience of the spa, and in respect for our other guests, we ask you not to use your mobile phone or take any photographs while using our facilities.

Please keep noise to a minimum.

We provide robes, slippers and towels. All you need is your swimwear.

Please behave appropriately with our team members and other guests.

Payment

We accept card payments, including Apple and Google Pay. If you have a gift voucher, please remember to bring it with you on the day, or an alternative payment method will be required.

Gift vouchers

Lost or stolen vouchers cannot be replaced. Vouchers cannot be extended past their expiry date. Damaged vouchers can only be redeemed if the serial number is clearly visible. Gift vouchers are non-refundable.

Cancellation

All treatments booked are refundable and transferable.

You must give us a minimum of 48 hours' notice to cancel or reschedule your booking or the full treatment price will be charged.

Please contact us by telephone or email to amend the time or date of your booking.

Miscellaneous

Please note, opening times, treatment details and prices are subject to change and availability. All prices are quoted in pounds sterling and include VAT. Rates are subject to change without prior notice. Gratuities are not included.

Food and smoking (including vaping) are not allowed on Be Well The Spa premises.

Please do not bring outside food and drinks into the spa and avoid removing any complimentary food and drinks provided by the spa.

Please dry off before entering the relaxation lounge and avoid placing wet

swimsuits directly on the furniture.

Please use dry towels.

Please ensure that you are dry and robed before entering the reception area.

Be Well The Spa is a facility for ages 16 and above.

We are not liable for any personal possessions lost on the premises.


Guests are responsible for their locker combination. Any damaged locks will be charged accordingly.


During your visit, you will be provided with items such as robes, slippers and towels. It is your responsibility to return these to the spa reception. Items not returned will incur a charge.

Spa robe | £35
Spa slippers | £10
Spa towel | £15
Padlock | £10

All prices are subject to an annual review and may increase. Please note, the London Borough of Tower Hamlets will prosecute any guests removing property from the spa or tampering with spa equipment.

BE WELL THE SPA

 0207 364 3200

 bewellthespa-bethnalgreen@towerhamlets.gov.uk

 York Hall Leisure Centre, 5 Old Ford Road, London, E2 9PJ

be-well.org.uk

