



Welcome to The Cornwall Spa

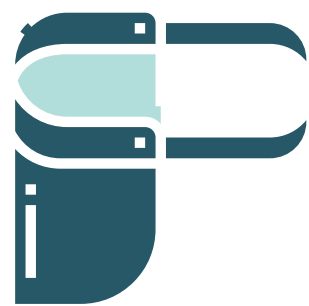
Your Safer Experience at The Cornwall Spa

We are delighted to welcome you to The Cornwall Spa.
Here is a guide to your visit.



SOCIAL DISTANCING

We are implementing social distancing measures throughout the spa. Our relaxation room is currently closed due to COVID restrictions.



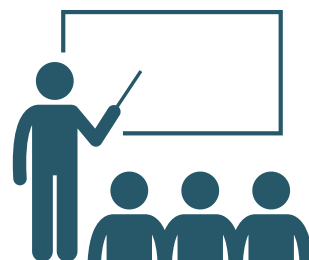
PPE

Staff are provided with the relevant Personal Protective Equipment where required



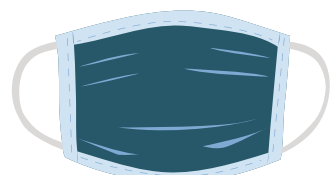
HAND WASHING

Sanitising stations and hand washing facilities are available in key areas and on entrance to the spa. We kindly ask that you wash your hands prior to your treatment.



TRAINING & MONITORING

We are monitoring official guidance, responding and making changes where required.



FACE MASK

Face masks are not required when entering or leaving the spa. If you have a treatments booked please wear a face mask in the waiting area and during your treatment. There may be times during your treatment you may be advised it is safe to remove your mask if you wish.



ENHANCED CLEANING

Our team work to a strict cleaning regime in our treatment rooms and within the spa facilities.



CASHLESS PAYMENTS

All transactions throughout the spa are electronic to reduce risk of infection.

Late arrivals mean that your swim session or treatment may be cut short during busy periods - if you are running late, please call us on **01726 874055** and we will do our best to accommodate every guest. We advise arriving 15 mins prior to your treatment time to ensure a prompt start.



The Cornwall Hotel & Spa, Pentewan Road, Tregorrick, St Austell PL26 7AB

Email: spa@TheCornwall.com Web: thecornwall.com

01726 87 40 55



Welcome to The Cornwall Spa



Your guide to a safer visit to The Cornwall Spa

SWIMMING POOL

How can I book my pool session?

Please dial 418 from your room or speak to the spa receptionist (all treatments must be booked at least 24 hours in advance).

What time can I book?

The sessions are available on the hour from 10:00

How long is a swim session?

45 minute

What times can I swim?

Sessions are bookable on the hour between 10:00 – 18:00

Am I able to get changed at the swimming pool?

The changing rooms and showers are currently unavailable due to COVID measures. Please come ready to swim. Any belongings can be left in a changing pod.

What do I need bring with me?

Towels are supplied. Please keep personal belongings to a minimum.

What is the max. number of people in the swimming pool?

20

Can I access the Sauna, Steam Room & Bubble Pool?

Due to government guidelines our Sauna, Steam Room & Bubble Pool are currently closed.

Can I bring my inflatable unicorn to the swimming pool?

We would love to say yes but unfortunately we cannot welcome inflatables into the swimming pool

Can my child swim alone?

Children under the age of 16 must be accompanied by an adult.

Is there anywhere for me to sit on the pool side?

The outdoor wall garden is available during your session, we have limited seating on the poolside.

Do you provide buoyancy aids?

We can't provide buoyancy aids, but you are welcome to bring your own.

How are you treating your swimming pool?

Our pool is treated with Chlorine and the water is tested every 4 hours

GYM

Do I need to book a session?

Please just turn up for a session in the gym; in the unlikely event we are at maximum capacity you will be asked to wait or pop back shortly.

What is the maximum number of people in the gym at one time?

7

What time is the gym open?

The gym is open from 10:00 - 18:00 everyday. Please note we close from 13:30-14:30 for cleaning and sanitising

How long is a gym session?

There are currently no time restrictions on gym sessions for guests.

Am I able to get changed?

The changing rooms and showers are currently unavailable due to COVID measures. Please come ready to work-out.

Can I access the swimming pool after being in the gym?

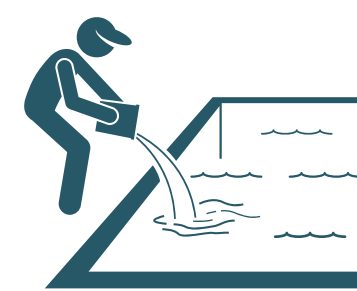
Yes but you must pre-book swimming sessions at least 24 hours in advance.

How are you ensuring social distancing?

All our machines and equipment have been adequately spaced to ensure social distancing.

Do I need a face mask?

No, we have screens in our reception areas. You are of course welcome to wear one at anytime if you wish, but masks are not mandatory in the pool/gym.



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