

# LOCATIONS

- 01. Aberdeen
- 02. Ashford
- 03. Banbury
- 04. Barnsley
- 05. Belfast
- 06. Birmingham - Brindley Place
- 07. Blackpool
- 08. Bristol
- 09. Broadstairs
- 10. Burton on Trent
- 11. Bury St Edmunds **P**
- 12. Cardiff
- 13. Carlisle
- 14. Chafford Hundred, Essex
- 15. Charlton House, Somerset **P**
- 16. Chingford
- 17. Crewe
- 18. Darlington
- 19. Dunfermline
- 20. Durham
- 21. Edinburgh - City Centre
- 22. Edinburgh - Newcraighall
- 23. Fairfield, Hitchin **P**
- 24. Falkirk
- 25. Hastings
- 26. Humberston, near Grimsby
- 27. Ingleby Barwick
- 28. Inverness
- 29. Kingsford Park, Colchester **P**
- 30. Leicester
- 31. Luton
- 32. Manchester - Chepstow St
- 33. Manchester - Quay St
- 34. Mansfield

- 35. Milton Keynes
- 36. Norwich
- 37. Orpington
- 38. Peterborough
- 39. Perth
- 40. Shrewsbury
- 41. Solihull
- 42. Sutton Coldfield
- 43. Tamworth
- 44. Wildmoor, Stratford-upon-Avon **P**
- 45. Wakefield
- 46. Weybridge
- 47. York



# WELCOME

## DEAR GUEST

Welcome to Bannatyne Spa. We hope you will enjoy your spa experience with us. In order to help us maintain high standards, we respectfully ask you to observe the spa etiquette guidelines.

## POOL AREA

- In the pool area, please shower before and between using the facilities.
- Please place towels and robes on hooks provided, not on sun loungers.
- Suitable attire must be worn at all times, whilst in the pool facilities.
- Guests who are pregnant must refrain from using the Steam Rooms, Spa Pool and Sauna areas.
- No glass bottles, alcohol or mobile phones on poolside.

## RESTAURANT/CAFÉ BAR

- Please be aware if lunch is not pre-ordered, you may have to wait for food.
- Robes can be worn in the restaurant or café bar/lounge area, but wet swimwear is not permitted.

## FACILITIES

- Within your spa day, you are entitled to use the following health club facilities:

The gym and fitness classes, the pool area with Sauna, Steam Room and Spa Pool and the Spa Relaxation Room (if provided).

## TREATMENT AREA

- Please report to the Spa Reception or designated area 15 minutes before your selected treatment time.

Please take a seat if the desk is unattended.

- We require vouchers/payment to be presented prior to the treatment. Unfortunately, we cannot perform your treatment without these.
- If you wish to book further treatments please see a member of the Spa Staff or Reception Staff for availability.
- If you wish to upgrade your package, please complete the upgrade menu and we will try our best to accommodate, if possible.
- Drinking water is available within our spa areas.
- Please can we request that you keep noise to a minimum in the Relaxation Room and spa treatment area.
- For your own comfort during your treatment, may we ask that dry swimwear is worn or replaced with underwear.
- All of the products that are used throughout your experience today are available for purchase, so that you can continue your spa experience at home.

Spa Day bags are available to hire for a small fee. This will include a fluffy robe, towel and flip flops all inside an eco friendly bag. A deposit is required upon hire. Once the robe and towel are returned to reception, your deposit will be fully refunded. The flip flops and bag are yours to take away/keep. As an exclusive opportunity to our spa guests, we would like to offer you a unique re-booking offer which guarantees you a saving! Please ask a member of the team for further details. We hope you have a fantastic day.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signed in: \_\_\_\_\_ Signed out: \_\_\_\_\_

# CLIENT PROFILE

## CLIENT DETAILS

Mr  Mrs  Miss  Ms  Other

Forename:  Surname:

Address:  Postcode:

Occupation:

Telephone (mobile):  Telephone (home):

Email:  Date of Birth:

- |  |  |  |   |   |
|--|--|--|---|---|
| <input type="checkbox"/> Piercings/tattoos       | <input type="checkbox"/> Varicose Veins*         | <input type="checkbox"/> Skin Infections                     | <input type="checkbox"/> Asthma               | <input type="checkbox"/> Dizziness      |
| <input type="checkbox"/> Cancer                  | <input type="checkbox"/> Diabetes                | <input type="checkbox"/> Allergies                           | <input type="checkbox"/> Stroke               | <input type="checkbox"/> Palpitations   |
| <input type="checkbox"/> Prosthetics             | <input type="checkbox"/> Claustrophobia          | <input type="checkbox"/> Hepatitis                           | <input type="checkbox"/> Arthritis            | <input type="checkbox"/> Chest pains    |
| <input type="checkbox"/> Heart Conditions        | <input type="checkbox"/> Depression/anxiety      | <input type="checkbox"/> Eczema/Psoriasis                    | <input type="checkbox"/> Gout                 | <input type="checkbox"/> Recent surgery |
| <input type="checkbox"/> Epilepsy                | <input type="checkbox"/> Pregnancy               | <input type="checkbox"/> Fungal Infections/<br>Athletes Foot | <input type="checkbox"/> Circulatory problems | <input type="checkbox"/> Cancer         |
| <input type="checkbox"/> Sensitive Skin          | <input type="checkbox"/> Thrombosis/DVT*         | <input type="checkbox"/> Heart murmurs                       |   |   |
| <input type="checkbox"/> High/Low Blood Pressure | <input type="checkbox"/> Surgery (last 6 months) | <input type="checkbox"/> Intolerance to Heat                 | <input type="checkbox"/> Ulcers               |   |

\*\*If you are pregnant and are intending to use the health club/hotel facilities, please refrain from using steam room/sauna/spa pool or related heat treatments

Have you ever had injury, illness, back or joint condition that could be aggravated by exercise or that you feel we should know about not listed above? Yes  No

Details

If you have ticked any of the above please explain in more detail:

## LIFESTYLE QUESTIONNAIRE

Is your sleep disturbed? Yes  No  Do you smoke? Yes  No   
Are you taking any medication? Yes  No  Are you breastfeeding? Yes  No   
Do you exercise regularly? Yes  No  Is there any history of family illness? Yes  No

Please provide details of any other health issues that you feel are relevant:

## FACIAL TREATMENTS Treatment aims (pick 3)

Brighter Skin  Oil Control  Deep Cleansing  Anti-Ageing  Soothing  Nourishing Lifting

## BODY TREATMENTS Treatment aims (select what apply)

Relaxation/Stress Relief  Relieve Tired, Aching Muscles  Reduce Cellulite  Re-Defining  
 Skin Nourishing  Balancing  Inch Loss  Reduce Bloating/Water Retention

## MEDICATION

Please provide details of any medication taken

Do you follow a skin care regime at home?

Yes  No  Please give details

**Fitness Disclaimer** - Terms & Conditions of usage. I declare that to the best of my knowledge, the information given is correct and I know no reason why I should not participate in an exercise programme or class. I understand that I enter into any exercise programme, entirely at my own risk. I will cease participation should any unusual symptoms occur. I will adhere to the club rules which are located at the club's reception.

Tests for tint and lash extensions are required 48 hours before treatment, otherwise treatment will be refused.

Tick if you have had a Tint Test in the last 6 months at a Bannatyne Spa.

Treatment times include consultation and after care advice time. Lateness for treatment will result in treatment being refused or time being shortened.

Client Signature:  Date:

Therapist Signature:  Date:

In it to win it! There's all sorts of fantastic benefits by staying in touch!  
We like to reward our members with things like money-off vouchers/discounts, invite you to exclusive competitions/giveaways, showcase some fantastic offers and update you with the latest Bannatyne news. The Bannatyne Group plc will treat your personal information confidentially and it will never be shared with anyone else. If you change your mind, you can opt out at any time. For more information about The Bannatyne Group plc and to find out how we will use your contact details please visit our website [www.bannatyne.co.uk/legal](http://www.bannatyne.co.uk/legal) If you would prefer not to hear about these please tick the box to opt out

**Bannatyne spa**

# £5.00 OFF

# Product Voucher

# GIFT VOUCHER

This voucher entitles you to £5.00 off any retail product over £25.00 on the day of your visit.

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