

Terms and Conditions

Rena Spa Guidelines

We recommend you arrive 15 minutes prior to your treatment.

Treatments

All treatments are inclusive of client care and consultation time.

Medical Advice

Treatments, use of the relaxation pool and thermal areas are subject to completion of a health consultation form. Pregnancy, certain medical conditions or injuries may prevent the use of some facilities and treatments.

Please seek medical advice from your doctor and notify us before your arrival.

Please note that for some medical conditions, you will be required to bring a doctor's note advising that you can have your chosen treatment on the day.

Lockers

Please take advantage of our spa lockers, as we cannot accept responsibility for loss of belongings or jewellery.

Mobile Telephones

Mobiles phones are not permitted to be used in the poolside or changing areas.

Please put your phone on silent and we politely request you do not speak on your phone in the spa.

Age

The Spa is open to those aged over 18 (over 16 under certain conditions – please enquire with our spa team).

Cancellation Policy

Cancellations will be charged at 100% if made less than 48 hours before your treatment time. No exceptions will be made to the cancellation policy under any circumstances.

Group Packages

We welcome groups, corporate team days and special group celebrations

Gift Vouchers

Give the gift of relaxation and treat someone special to a spa experience.

Gift cards can be purchased for any monetary amount at leonardohotels.co.uk/giftvouchers.

Please contact a member of the spa reception team for further information.