

theSpa

PIMLICO SW1

Frequently Asked Questions

What are The Spa opening hours?

The Spa is now open Wednesday to Sunday, 11am to 7pm

What can I expect when I come to The Spa?

Pre-Arrival

- You will receive an advanced questionnaire to be completed in relation to covid-19, to ensure that you are symptom free.
- We request that you disclose any medical conditions, including pregnancy and allergies, prior to your treatment as some services may be contra-indicated.
- Please note that the spa is cashless, so please do bring alternative payment.
- We do also ask that you limit the personal belongings that you bring into The Spa and no food or drink. (Water and tea will be available after your treatment.)

Arrival

- We advise all guests to arrive no more than 10 minutes prior to their appointment, should you arrive earlier we may have to restrict access to The Spa as we do need to limit the number of guests at any one time to ensure social distancing.
- When arriving at The Spa you will be asked to sanitise your hands before completing a consultation form, there will be additional hand sanitising facilities around the spa for you to use at your convenience.

Can I pay by cash for my spa treatment and retail?

No, we are no longer able to accept cash in the spa, you must pay by card. We accept Visa and Mastercard.

Do I have to wear a face mask?

In line with government guidelines, you are required to wear a face mask in the spa as of 8th August 2020. You will not be required to wear one during your treatment, but one must be worn in all other areas of the spa. Additionally, all spa staff will be wearing visors with the addition of a face mask when carrying out close contact treatment such as facial. Should you not have one or forget yours on the day we are able to provide one for you at an additional cost.

Is your salt infused steam open?

The Salt Infused Steam remains closed at the moment, with a potential of opening on 17th of May 2021.

Can I come to the spa to relax and not have a treatment?

In order to maintain social distancing, we are only able to accept guests into The Spa who have a treatment booked with us.

How are you able to Hammam and Rhassoul treatments if the steam is closed?

While the steam rooms are closed, we have adapted our Moroccan inspired treatments to be enjoyed within a treatment room. If we can't provide the service due to current restrictions, we will make sure to offer alternative treatment which will leave even more relaxed and pampered.

Rhassoul:

theSpa

PIMLICO SW1

When booking your Rhassoul directly through the spa rather than the self-administered treatment it was previous, this will now take place with a therapist in a treatment room. Taking place in our Moroccan inspired treatment rooms your therapist will apply the Rhassoul clay to the body for the ultimate detox and you will be wrapped so that you feel the full heat benefits, this will then be followed by an oil application to lock in the moisture. Please remember to bring your swim wear to wear during this treatment.

Hammam:

While we won't be able to provide Hammam in the first stages of reopening, you still will be able to enjoy thorough body exfoliation in Moroccan inspired treatment rooms. Scrub and Nourish treatment with combination of movements and luxurious body salts will leave your skin soft and nourished. Relaxing aromas will help to alleviate any stress and tension.

What can I do after my treatment and how long can I stay?

The spa facilities that you can use after your spa treatment include our tepidarium and deep relax room. While we are not able to display any magazines for you to enjoy, you are welcome to bring your own book/magazine.

You will have the opportunity to relax after your spa appointment for up to 60 minutes.

What are you doing to be Covid safe?

We have increased cleaning around the spa, you will notice in our changing rooms that we have a set number of lockers available to limit the number of people in the spa to ensure safety and social distancing is able to be maintained, as well as in our relaxation areas.

All spa staff are wearing visors, in addition to glove and aprons depending on the task they are carrying out. Sanitising stations are available around the spa.

The highest standard of cleanliness is maintained our treatments, which are disinfected after each treatment.