



@MODDERSHALLOAKS



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WWW.MODDERSHALLOAKS.COM



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Moddershall Oaks  
COUNTRY SPA RETREAT

# GUIDELINES & safety notice

PLEASE MAINTAIN SOCIAL DISTANCING AT ALL TIMES



AFTER WHAT HAS BEEN A TESTING TIME FOR US ALL, WE ARE DELIGHTED TO BE WELCOMING YOU BACK. WE HAVE TAKEN THE NECESSARY STEPS TO PROVIDE A SAFE, YET RELAXING ENVIRONMENT FOR YOU TO ENJOY AND CATCH UP WITH FRIENDS AND LOVED ONES. THANK YOU FOR YOUR LOYALTY AND SUPPORT OVER THE LAST FEW MONTHS AND FOR HELPING US TO HELP YOU STAY SAFE.

### **FEELING UNWELL**

IF YOU OR ANYONE IN YOUR HOUSEHOLD IS EXPERIENCING COVID-19 SYMPTOMS YOU ARE REQUESTED NOT TO ATTEND THE SPA. THIS WILL INCLUDE IF YOU OR ANYONE IN YOUR HOUSEHOLD HAS A NEW OR PERSISTENT COUGH, A FEVER AND/OR A SUDDEN LOSS OF TASTE AND SMELL. WE WILL BE MORE THAN HAPPY TO HELP YOU FIND A NEW SUITABLE DATE IN THE FUTURE AND THERE WILL BE NO DATE CHANGE FEE. OUR TEAM WILL ALSO NOT ATTEND WORK IF THEY ARE FEELING UNWELL OR DISPLAY ANY SYMPTOMS.

### **FACE MASKS**

FOLLOWING NEW GOVERNMENT ADVICE, ALL GUESTS, MEMBERS AND VISITORS WILL NOW NEED TO WEAR A FACE COVERING IN THE FOLLOWING AREAS:

WHEN ENTERING THE SPA AND IN OUR RECEPTION AREA  
WHEN ENTERING THE RESTAURANT, BUT CAN BE REMOVED ONCE SEATED  
IN CORRIDORS AND PUBLIC AREAS SUCH AS THE SLEEP LOUNGE & RELAXATION LOUNGE  
- MASKS CAN BE REMOVED IN THE RELAXATION LOUNGE IF EATING OR DRINKING.  
ON THE TREATMENT FLOOR WAITING AREA  
THE BLUSH LOUNGE BEAUTY ROOM  
IN THE CHANGING ROOMS, BUT CAN BE REMOVED WHEN SHOWERING.

### **TRACK & TRACE**

BOOKING IS ESSENTIAL FOR ANY AREA OF THE PROPERTY, INCLUDING OUR RESTAURANT AND DELI AND THE INFORMATION WE TAKE WILL ASSIST THE GOVERNMENT'S TEST AND TRACE POLICY SHOULD THE NEED ARISE.

### **SPA BOOKING TIMES**

FOR THOSE ARRIVING AT 8:30AM YOU HAVE USE OF THE FACILITIES FOR THE DAY AND WILL BE REQUIRED TO CHECK-OUT AT RECEPTION AT 4:00PM FOR THOSE ARRIVING AT 9:30AM YOU HAVE USE OF THE FACILITIES FOR THE DAY AND WILL BE REQUIRED TO CHECK-OUT AT RECEPTION AT 5:00PM FOR OUR SPA EVENINGS YOU CAN ARRIVE FROM 5:30PM, THE FACILITIES WILL BE OPEN UNTIL 9:00PM AND THE CHANGING ROOMS AVAILABLE UNTIL 9:30PM TO ENSURE CHECK-OUT AT RECEPTION BY 10:00PM. THOSE DINING IN THE RESTAURANT FOR DINNER WILL CHECK-OUT FROM THE RESTAURANT AND THE LAST SITTING IS AT 9:30PM.



## **ARRIVAL TO MODDERSHALL OAKS**

PLEASE ONLY BRING ESSENTIAL BELONGINGS INTO THE SPA AND LEAVE ALL NON-ESSENTIAL / VALUABLE ITEMS AT HOME. WE ALSO ASK THAT YOU IDEALLY ARRIVE READY FOR THE SPA, AS TIME IN THE CHANGING ROOMS SHOULD BE KEPT TO A MINIMUM. UPON ARRIVAL TO MODDERSHALL OAKS YOU MUST USE THE ENTRANCE BY THE BLUSH LOUNGE RATHER THAN THE MAIN RECEPTION ENTRANCE.

THIS IS TO ALLOW FOR SOCIAL DISTANCING AND TO AVOID CONGESTION IN THE MAIN RECEPTION AREA. THERE WILL BE FLOOR MARKINGS AND SIGNS THROUGH THE PROPERTY AND WE KINDLY ASK YOU TO FOLLOW AND ADHERE TO THE SOCIAL DISTANCING MEASURES WE HAVE IN PLACE. AT POINT(S) OF ARRIVAL, WE WILL BE TAKING THE TEMPERATURE OF ALL GUESTS, STAFF AND SUPPLIERS WHO ENTER THE PROPERTY.

ANY GUESTS THAT ARE SHOWING A TEMPERATURE ABOVE 38°C WILL BE ASKED TO WAIT IN THEIR CAR FOR 10 MINUTES AND WILL BE CHECKED AGAIN. KINDLY NOTE ANYONE SHOWING A TEMPERATURE ABOVE 38°C WILL NOT BE PERMITTED ENTRY, SO WE ADVISE THAT YOU CHECK YOUR TEMPERATURE BEFORE YOU LEAVE THE HOUSE. IF THIS IS THE CASE, WE WILL EMAIL YOU A VOUCHER SO YOU CAN REBOOK ANOTHER TIME.

THERE WILL BE HAND SANITISER AT THE ENTRANCE OF THE BUILDING, PLEASE USE THIS ON ENTRY. WE WILL BE CASHLESS FOR THE TIME BEING SO PLEASE ENSURE YOU BRING YOUR CARD AND PAY VIA CONTACTLESS PAYMENT METHOD WHERE POSSIBLE.

## **CHANGING ROOMS**

ARRIVAL AND DEPARTURE TIMES HAVE BEEN CAREFULLY CONSIDERED TO MINIMISE CONGESTION IN THE CHANGING ROOMS, PLEASE DO TRY TO ADHERE TO THE TIMES YOU HAVE BEEN GIVEN. WE ARE TRYING TO LIMIT THE TIME SPENT IN THE CHANGING FACILITIES AS MUCH AS POSSIBLE, SO FOR THAT REASON, ALTHOUGH OUR SHOWER FACILITIES WILL BE AVAILABLE, WE DO ADVISE YOU TO SHOWER AT HOME IF POSSIBLE AND ONLY USE THE HAIRDRYERS IF ABSOLUTELY NECESSARY.

## **SPA FACILITIES**

WE ARE DELIGHTED TO HAVE BEEN GIVEN THE GO AHEAD FOR OUR SPA FACILITIES TO OPEN FROM 1ST AUGUST AND BUT THIS WILL UNFORTUNATELY EXCLUDE OUR SAUNA AND STEAM ROOM UNTIL FURTHER NOTICE. THERE WILL BE SIGNS IN PLACE SHOWING THE MAXIMUM CAPACITY FOR EACH OF OUR POOLS & RELAXATION ROOMS. WE KINDLY ASK YOU TO TAKE NOTE OF THIS INFORMATION. SOFT FURNISHINGS, BLANKETS AND MAGAZINES HAVE BEEN REMOVED TO CREATE A SAFER ENVIRONMENT.



## **TREATMENTS**

WHEN ARRIVING FOR A TREATMENT WE ASK THAT YOU ARRIVE AT THE TIME STATED ON YOUR ITINERARY AND DO NOT ARRIVE EARLY.WE KINDLY ASK THAT YOU USE THE HAND SANITISER PROVIDED PRIOR TO HAVING YOUR TREATMENT AND OUR THERAPISTS WILL WEAR A PROTECTIVE VISOR FOR SOME TREATMENTS TO KEEP THEM AND YOU SAFE.YOUR THERAPIST WILL GO THROUGH OUR SHORT MEDICAL FORM WITH YOU PRIOR TO STARTING YOUR TREATMENT.

THERE WILL BE A CLEAN, SANITISED BOX IN THE TREATMENT ROOM FOR YOU TO PLACE YOUR CLOTHING AND BELONGINGS DURING YOUR TREATMENT, TO MINIMISE HIGH CONTACT TOUCH POINTS.WE HAVE ADDED TIME BETWEEN EACH TREATMENT TO ALLOW FOR ENHANCED CLEANING OF THE TREATMENT ROOM.

## **OUR DELI**

OUR DELI WILL BE OPEN FOR FOOD AND DRINK AND WE WILL BE OPERATING TABLE SERVICE ONLY.WE HAVE POSITIONED THE TABLES AND CHAIRS CAREFULLY TO ENSURE A SOCIAL DISTANCE BETWEEN EACH STATION, PLEASE DO NOT MOVE ANY TABLES OR CHAIRS FROM THEIR POSITIONS

## **RESTAURANT**

WHEN DINING IN OUR RESTAURANT WE ASK THAT YOU ARRIVE AT THE TIME YOU HAVE BOOKED AND AVOID ARRIVING EARLY OR LATE.WE ARE OPERATING TABLE SERVICE ONLY IN THE RESTAURANT.WE HAVE REMOVED OUR BREAKFAST BUFFET BUT WILL CONTINUE TO SERVE A PLATED HOT BREAKFAST.

## **ROOMS**

ALL ROOMS ARE TREATED WITH A DISINFECTANT FOGGING MACHINE IN BETWEEN STAYS.FOR THOSE GUESTS JOINING US FOR A SPA BREAK, WE KINDLY REQUEST YOU USE YOUR ROOM TO CHANGE WHEN POSSIBLE, TO LIMIT THE NUMBER OF GUESTS USING THE CHANGING ROOMS AT ONE TIME.MINI BAR ITEMS HAVE BEEN REMOVED FROM EACH OF THE ROOMS, BUT OUR DELI AND RESTAURANT ARE OPEN FOR FOOD AND DRINK.



## **MADE WELLNESS CENTRE**

MADE HAVE THEIR OWN COVID-19 POLICY IN PLACE THAT CAN BE FOUND AROUND THE MADE HQ BUILDING, OR VIA THEIR WEBSITE [WWW.WELCOMETOMADE.COM](http://WWW.WELCOMETOMADE.COM).

### **OUR PROMISE TO YOU**

PROTECTIVE SCREENS HAVE BEEN INSTALLED AT RECEPTION AND IN THE BLUSH LOUNGE. OUR VENTILATION SYSTEMS ARE FULLY EQUIPPED TO HANDLE NATURAL AIRFLOW, BUT WE WILL OPEN DOORS AND WINDOWS WHERE POSSIBLE. WE HAVE REDUCED GUEST NUMBERS TO ALLOW FOR SOCIAL DISTANCING. ADDITIONAL HAND SANITISING PUMPS HAVE BEEN INSTALLED ACROSS THE PROPERTY AND SPECIALIST SANITISATION EQUIPMENT HAS BEEN BROUGHT IN TO ASSIST IN DELIVERING A COVID SECURE ENVIRONMENT.

OUR CURRENT CLEANING REGIMES HAVE BEEN ENHANCED FURTHER AND WILL INCLUDE MORE REGULAR CLEANING OF TOUCH POINTS. OUR TEAMS HAVE BEEN TRAINED IN CORRECT HAND WASHING TECHNIQUES AND WILL WASH THEIR HANDS FREQUENTLY. THEY ALSO HAVE THE NECESSARY PROTECTIVE EQUIPMENT TO KEEP BOTH THEM AND YOU SAFE. RISK ASSESSMENTS FOR EACH AREA OF THE BUSINESS HAVE BEEN COMPLETED AND WE HAVE WORKED WITH SPA PROFESSIONAL BODIES TO CREATE GUIDELINES FOR MODDERSHALL OAKS. OUR TEAMS HAVE BEEN TRAINED IN OUR COVID-19 POLICY AND ARE READY TO WELCOME YOU BACK SAFELY.

### **CONTACT US**

IF YOU HAVE ANY QUERIES IN REGARDS TO OUR COVID POLICIES OR WOULD LIKE TO TALK TO A MEMBER OF OUR TEAM PLEASE CONTACT RESERVATIONS:

T. 01782 399000

E. [ENQUIRIES@MODDERSHALLOAKS.COM](mailto:ENQUIRIES@MODDERSHALLOAKS.COM)

RESERVATIONS LINES ARE OPEN 7 DAYS A WEEK

MONDAY – FRIDAY: 8.30AM – 7PM

SATURDAY – SUNDAY: 8.30AM – 5PM

FOR THE LATEST UPDATES YOU CAN FIND THEM ON OUR WEBSITE - [WWW.MODDERSHALLOAKS.COM](http://WWW.MODDERSHALLOAKS.COM), VIA OUR NEWSLETTER WHICH YOU CAN SIGN UP TO ON OUR WEBSITE OR ON OUR SOCIAL MEDIA CHANNELS @MODDERSHALLOAKS

*Thank you,  
The Holland Family*