



@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 48+ HOURS PRIOR TO ARRIVAL

IF YOU TEST POSITIVE FOR COVID-19 OR ARE SUBJECT TO A COVID ISOLATION NOTICE (INLINE WITH THE CURRENT GOVERNMENT ISOLATION GUIDELINES) MORE THAN 48 HOURS PRIOR TO ARRIVAL, A FREE OF CHARGE DATE CHANGE WILL BE AVAILABLE FOR THE AFFECTED PERSON UPON EVIDENCE OF A POSITIVE TEST RESULT OR ISOLATION NOTICE.

FEELING UNWELL WITHIN 48 HOURS OF ARRIVAL

IF YOU TEST POSITIVE FOR COVID-19 WITHIN 48 HOURS OF YOUR ARRIVAL OR ARE SUBJECT TO A COVID ISOLATION NOTICE (INLINE WITH THE CURRENT GOVERNMENT ISOLATION GUIDELINES), YOUR BOOKING CAN BE POSTPONED. EVIDENCE OF A POSITIVE TEST OR ISOLATION NOTICE MUST BE PROVIDED AND YOUR INDIVIDUAL BOOKING CAN BE AMENDED FOR A £10 ADMINISTRATION FEE TO AN ALTERNATIVE DATE WITHIN A REASONABLE TIME PERIOD, SUBJECT TO AVAILABILITY. NO REFUNDS WILL BE GIVEN.

PLEASE NOTE: IF YOUR BOOKING IS AFFECTED BY A POSITIVE TEST RESULT OR COVID-19 ISOLATION AND YOU MOVE TO A NEW DATE WHERE YOUR CURRENT PACKAGE IS NO LONGER AVAILABLE, ADDITIONAL CHARGES MAY APPLY TO BOOK ONTO AN AVAILABLE PACKAGE.

FACE MASKS

ALTHOUGH FACEMASKS ARE NOT MANDATORY, WE WOULD ASK THAT CUSTOMERS WEAR A MASK IF THEY ARE ABLE, 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.



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 YOUR DESIGNATED ARRIVAL TIME, 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.

PLEASE ADHERE TO THE TIMINGS ON YOUR BOOKING.

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.

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.

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.

WE HAVE ADDED TIME BETWEEN EACH TREATMENT TO ALLOW FOR ENHANCED CLEANING OF THE TREATMENT ROOM.



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.

OUR PROMISE TO YOU

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

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, VIA OUR NEWSLETTER WHICH YOU CAN SIGN UP TO ON OUR WEBSITE OR ON OUR SOCIAL MEDIA CHANNELS @MODDERSHALLOAKS

THANK YOU
The Holland Family