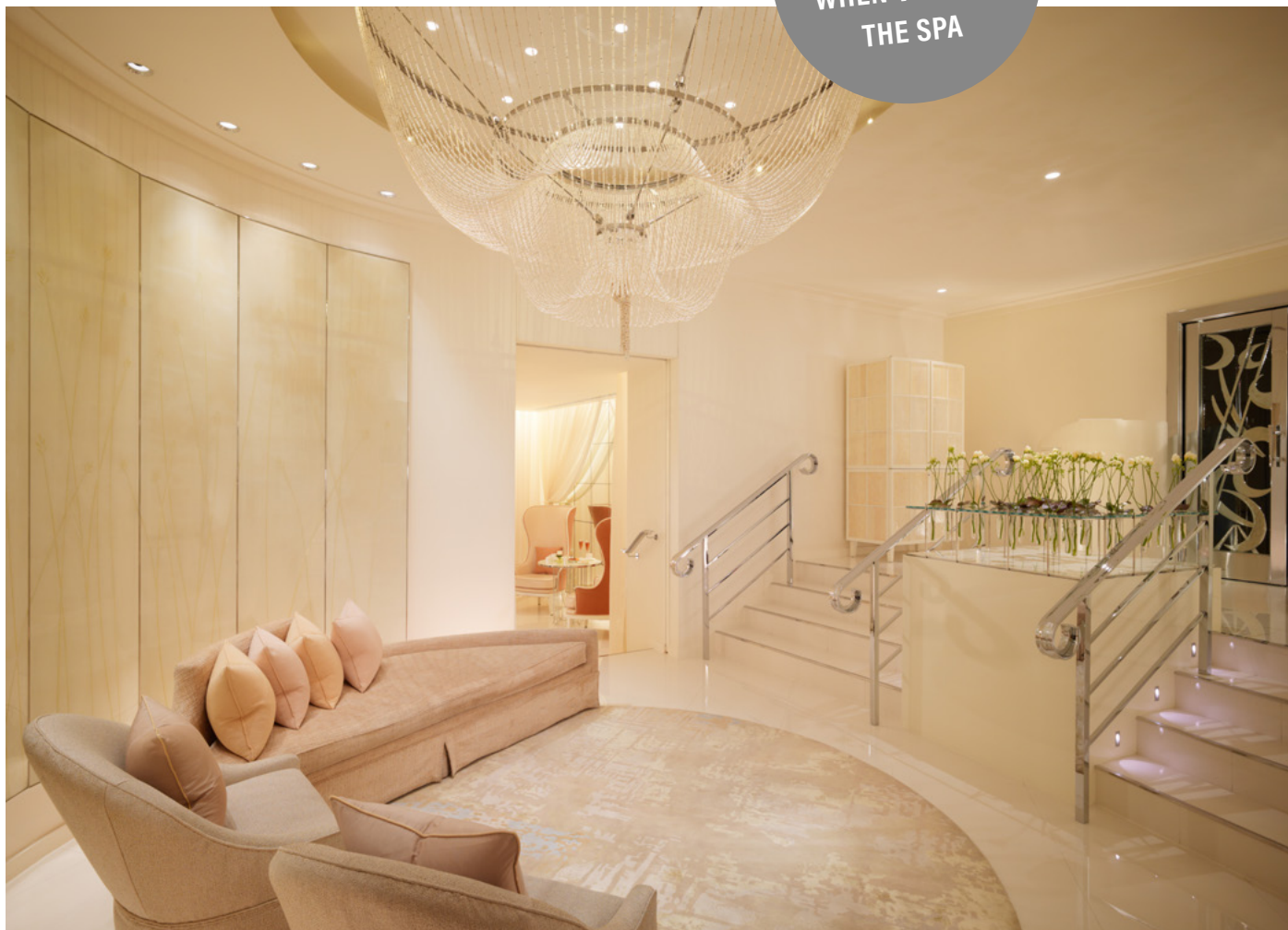


# The Dorchester Spa

*The Dorchester*  
Dorchester Collection

ALL YOU  
NEED TO KNOW  
WHEN VISITING  
THE SPA



We are delighted to welcome you back to The Dorchester Spa. A few things have changed while our doors have been closed, but our teams are looking forward to welcoming you back to enjoy a safe, comfortable and wonderfully relaxing spa experience.

For your peace of mind, we're pleased to share some of the ways we're taking extra steps to ensure your health and safety during your visit.

## Before you arrive

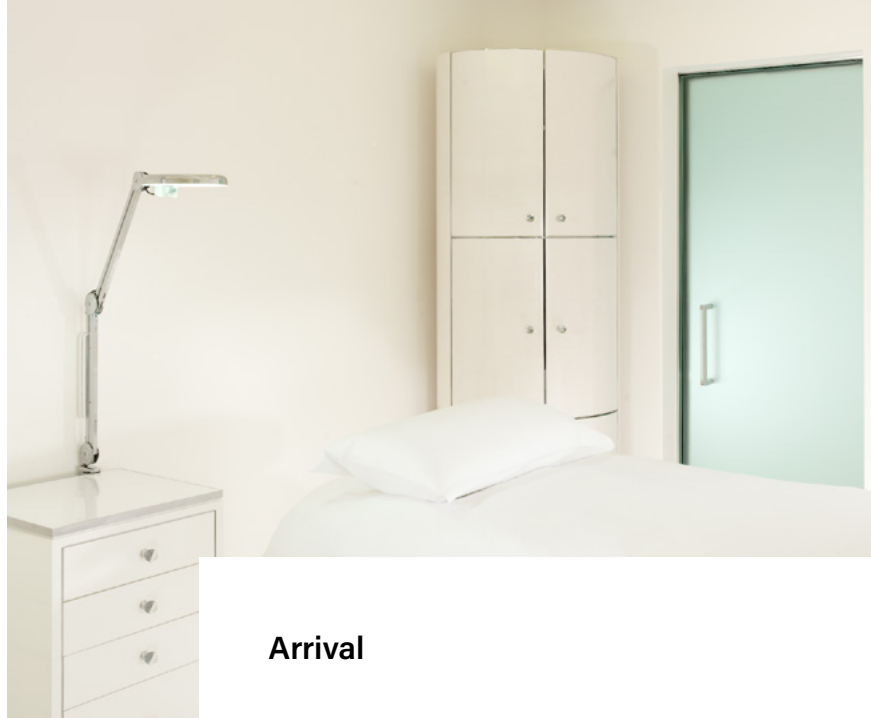
If you or a member of your household is displaying symptoms of COVID-19, please refrain from visiting the spa for 14 days. If you've been asked to self-isolate, please let us know prior to your appointment. You can find more information at [nhs.co.uk/conditions/coronavirus-covid-19](https://www.nhs.co.uk/conditions/coronavirus-covid-19).

To support social-distancing guidelines, we now have a booking system for all our spa facilities. The gym at The Dorchester can be pre-booked for 60-minute sessions.

Our steam rooms will be open every day, 8am to 7pm, with fixed entry times which can be reserved with our spa reception team. There will be a limit of two guests at a time.

If you'd like to reserve a table at The Spatisserie, please let us know at the time of booking.

We've also created a revised treatment menu featuring a range of massages, facials, body treatments, manicures, pedicures and guided relaxation sessions. You can view this [here](#).



## Arrival

The government recommends the closure of changing rooms, so we ask that you arrive at the spa dressed in your robe and slippers (or fitness clothing for the gym), then return to the comfort of your room to shower. However, if you'd like to use a locker, we'll be happy to provide one with appropriate social distancing and sanitisation measures in place. Inside your locker you'll find towels, slippers and a robe.

We'll be happy to provide changing room amenities, including deodorant, hairspray, body lotion, disposable shower caps, cotton wool pads/buds and shaving kits on request. Bottled water will be available and hand towels provided on request, but headphones will no longer be offered. We've also removed newspapers and magazines from the relaxation areas, but these are available on our iPads if you'd like.

When you arrive, the spa reception team will check you in on the spa system and ask you to use the hand sanitiser before you enter the spa.





## Social distancing and cleanliness

We ask that you maintain a safe distance from other guests and our colleagues where possible during your visit to the spa.

The gym will now need to be pre-booked for 60-minute slots, limited to four people at a time. It will then close for 15 minutes every hour to allow for the equipment to be sanitised after use and regularly throughout the day. Some equipment may be out of use in order to maintain social distancing.

## Children

The Dorchester Spa does not permit children under the age of 16.

## During your treatment

Our therapists will be wearing face masks, visors and gloves when performing your treatment, and you'll be asked to wear the disposable face covering provided. You'll also be asked to complete an electronic health form before your treatment.

We've fitted a glass screen on the manicure desk and will be using disposable equipment when possible.

For a breath of fresh air, Hyde Park's 350 acres are right on the doorstep, and we can provide running routes and nature walk maps for outdoor exercise.

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We're here to make your visit as relaxed and enjoyable as possible, so please don't hesitate to contact us if there's anything further we can do to make you comfortable. We look forward to welcoming you to The Dorchester Spa.

If you have any questions or would like to make a reservation, please contact:

**[spa.TDL@dorchestercollection.com](mailto:spa.TDL@dorchestercollection.com) +44 (0)20 7319 7109**