



## Spa FAQ's

### 1. When will the spa open?

Construction started at the end June 2018 and we will be opening the doors in summer 2019

### 2. Where will the spa be located?

The new Spa will be in a stand-alone building close to the hotel and adjacent to the Events Centre

### 3. What facilities will be in the spa?

The spa will house:

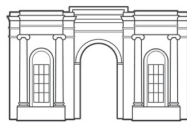
- A stunning lounge and restaurant area with far reaching countryside views
- Outdoor first floor terrace with breath-taking views
- A champagne beauty room for manicure, pedicure and lash treatments
- Luxurious changing rooms
- 14 sensational treatment rooms, some with dedicated showers
- Three relaxation rooms with different degrees of tranquility
- Extensive indoor thermal facilities
- A beautiful spa garden

### 4. What brands will you be working with?

Our brand partners are still to be confirmed, we will release more information as decisions are made

### 5. Will you offer spa days?

Yes, we will be offering traditional spa day packages as well as thermal experience sessions for those guests wanting a few hours using our indoor and outdoor thermal facilities



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## **6. Will there be a membership?**

We are considering offering a highly exclusive membership giving full access to all facilities within the spa

## **7. I am staying in the hotel, can I use the spa?**

Yes you can use the spa for an additional fee, sessions must be booked in advance

## **8. How long is a thermal session?**

Thermal sessions are planned to be three hours in duration

## **9. I am staying in the hotel, can I book a treatment?**

Yes, treatment bookings can be made, there will be no access to the spa thermal areas unless booked in addition

## **10. Can children use the spa?**

No, the spa is for guests aged 18 and over

## **11. What will happen to the current leisure facilities?**

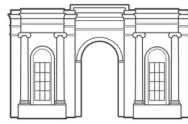
Most of the current facilities within the hotel will remain. The swimming pool, thermal area and gym will be available for our members and hotel residents to use. Once the new spa opens the treatment rooms in the hotel will close

## **12. I am currently a member, can I use the new spa?**

Current memberships will not change, members can still use the pool and thermal facilities and gym within the hotel. Current memberships will not include use of the facilities within the new spa

## **13. I want to book a spa day later this year, can I still book?**

Yes, our current spa will be operating as usual right up to the opening of the new facility



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## **14. I want to book a spa day in the new spa, when can I book?**

Our new spa days will be on sale roughly three months prior to opening, if you would like to purchase one before this time monetary vouchers are available

## **15. What new jobs will be created?**

We will be recruiting for a number of new roles

## **16. When will recruitment start?**

Most positions will be advertised early 2019 internally, on the Carden Park website and with various agencies and job boards

