

## M Spa Etiquette Policy

Welcome to M Spa. We are committed to providing an exceptional and peaceful experience for all our members. To maintain a serene and luxurious environment for everyone, we ask that all guests follow these guidelines during their visit.

### Booking and Arrival

*Booking:* To book a Platinum Spa Session, members are invited to book this as they would an exercise class via the website. Members can also call reception to book a session. Members can book 7 days in advance.

*No shows:* Should you no longer wish to utilise your booked session, members are kindly requested to cancel their session as soon as practicably possible, to allow other members to book the session slot. This can be done via the website or by calling reception. Repeated no-shows may lead to temporary booking limitations being enforced.

*Arrival:* On arrival at reception, members will be issued with a gold wrist band, a towel and a robe. A deposit of some kind is required to be left with reception (such as keys, ID) in exchange for the towel and robe. On leaving the premises, handing back the towel and robe to reception will ensure your deposit is returned.

### What to wear and bring

*Spa Attire:* Please wear comfortable, appropriate clothing/swimwear for your spa experience. Spa robes will be provided for your convenience upon arrival, along with a towel and wristband. You are welcome to bring your own spa flip-flops/slippers for the wet areas.

*Jewellery* must be kept to a minimum due to Health and Safety reasons. Jewellery can become hot in spa facilities and may cause burns.

### Personal Comfort and Relaxation

*Quiet Zone:* Our spa environment is designed to promote tranquillity and relaxation. Please speak quietly in all areas of the spa. Be mindful of conversation content to respect the peaceful atmosphere and other members.

*Personal Space:* Kindly respect the privacy of fellow members by avoiding overly personal conversations and respecting shared spaces. Allow others to enjoy their treatments in peace and quiet.

*Age restriction:* Please note that M Spa is accessible to those over the age of 18 years only.

### Use of Facilities

*Changing Rooms:* For your convenience and privacy, changing rooms are available for all members. Members are required to use their own padlock, available for purchase from M Club. Please use them responsibly and respectfully. Keep personal items in the provided lockers and remember to leave the space tidy after use.

*Pool and Hydrotherapy Area:* Please refrain from diving or engaging in loud activities in the pool and hydrotherapy areas. Respect others' need for quiet relaxation, and limit conversation in these spaces.

*Sauna & Steam Room:* Please refrain from pouring water onto/or covering sensors in the sauna & steam room. This will not improve your experience and will lead to facilities being out of order. Limit time spent in saunas and steam rooms to 10-15 minutes per session to avoid overheating and always allow your body to cool down between heat exposures.

*Towels & Robes:* Towels are provided for your convenience. We politely ask members not to reserve loungers with towels when not in use. Please hand used towels and robes to reception on exit. Please place used face towels in the designated baskets in the spa to ensure a clean environment for everyone.

### **Treatment Etiquette (coming soon)**

*Consultations:* If you are new to M Spa, please allow extra time for an initial consultation with your therapist before your treatment begins. This ensures your therapist can tailor the treatment to your specific needs and preferences.

*Comfort During Treatment:* Please communicate openly with your therapist about your comfort levels. If at any time you feel uncomfortable or need a treatment to be adjusted, do not hesitate to speak up. We want you to enjoy a relaxing and personalised experience.

*Gratuities:* Gratuities for our therapists and spa team are greatly appreciated but never required. If you wish to leave a gratuity, it is at your discretion and may be given in cash or added to your bill at the time of checkout.

### **Health and Safety**

*Health Considerations:* Please inform our staff if you are pregnant, have any allergies, or if there are any other health considerations that may affect your treatment and/or use of the spa facilities.

*Hydration:* To enhance the benefits of your spa experience, we recommend staying hydrated. Fresh water is available throughout the spa. Please feel free to help yourself. In addition, bottles of water are available to purchase from M Club.

*Medical Conditions:* If you are feeling unwell or have any pre-existing medical conditions, please notify our spa team before booking a treatment or spa session, as some treatments/facilities may not be suitable for certain conditions. It is always recommended to get medical clearance before utilising any spa facilities if you have any pre-existing medical concerns.

*Use of products:* Please refrain from using any hair/body products in the spa, such as essential oils, oil-based scrubs, or any other products not supplied by M Club, as these may cause surfaces to be slippery and/or aggravate/exacerbate other members' allergies etc.

*Shower first:* To ensure a clean and safe environment for all, we kindly ask members to shower before using the spa facilities to minimise product build-up and maintain hygiene standards.

### **Food & Drink**

Only food and drink purchased within M Club Spa and Fitness is to be consumed on site and in designated areas. No glass or crockery is permitted in the spa/wet areas. We do operate a Challenge 25 Policy, so please be prepared to show ID if requested by our team for the purchase of alcohol. We reserve the right to refuse you alcohol/access to our facilities.

Should you have any dietary requirements, please inform us at least 48 hours prior to your visit.

### **Respecting Spa Staff**

*Personal Boundaries:* Our team is here to provide professional and exceptional service. Please remember that our staff members are dedicated to your comfort and well-being. Any inappropriate behaviour will not be tolerated and may result in a membership ban.

## Spa Environment

*Respecting Quiet Areas:* To maintain the tranquillity of the spa, please be mindful of noise levels when using relaxation lounges, the pool, or other quiet areas.

*Mobile Phones:* For your own relaxation and the comfort of others, please ensure you leave your mobile phone on silent in your locker.

*Photography/Filming:* To preserve the privacy and relaxation of all members, photography and video recording are strictly prohibited in all areas of the spa. Phones must be left in your locker.

## Membership and Access

*Exclusive Areas for Platinum Members:* As a Platinum Member, you have access to exclusive areas within M Spa, including the Platinum Members' Lounge and certain treatments (coming for Phase 2). Please respect these spaces and enjoy their exclusive offerings. Anyone without a gold wristband will be removed and possibly have their membership revoked, as well as any member assisting in entry to those without access rights.

*Guest Access:* Platinum Members may bring guests with them to the spa with a valid guest pass; however, guests must adhere to the same etiquette policy to ensure a consistent and luxurious experience for all. Guest pass access is strictly monitored, and session access may be restricted during peak hours and to give priority to Platinum members.

## Departing the Spa

*Departure Time:* Please ensure that you leave the spa promptly at the end of your session/treatment time to allow for the next session/guest's appointment.

*Feedback:* We encourage feedback to ensure your spa experience is always exceptional. If you have any suggestions or concerns, please do not hesitate to speak to one of our team members or fill out a feedback form.

Thank you for helping us maintain a peaceful and luxurious environment for all members. We look forward to providing you with a truly exceptional spa experience.