



SPA INFORMATION AND POLICIES

Agua London has the following terms and conditions in place to ensure we can maintain the highest levels of hygiene and comfort for our guests and team.

OPENING HOURS AND BOOKINGS

Spa Reception:

Monday till Friday: 09h30 till 20h00

Saturday & Sunday: 09:00 till 19h30

Treatments:

Monday - Friday: 9.45 - 19.30 (last treatment booking is 18:30)

Saturday & Sunday: 9.145 - 19.00 (last treatment booking is 18:00)

The spa has set booking time slots enabling staggered arrival times and changeover periods in between treatments guests. Bookings are only possible by telephone or email.



YOUR EXPERIENCE

All spa guests will be required to complete a full health questionnaire that will be provided digitally prior to their treatment. On arrival all guests will receive a health screening with a trained member of the spa team.

Our menus and information will all be available through our property App which will be communicated through our confirmation emails and through QR codes, and available upon request from our reception team

Whilst aqua London accepts cash, we have enabled our systems to take contactless payments through several methods including Apple and Google pay. Guests will only be limited by their own personal limits set by their bank.

Lockers are always disinfected and sealed between use. Fresh towels, robes, and slipper parcels will be provided to each guest on arrival and removed for laundering after use.

All spa therapists wear masks during and disposable gloves will be used when required.

Treatment rooms are fully changed over and sanitised in between treatments. This will include a 15-minute break in between treatment sessions. Aqua London utilises cleaning products from Innuscience and will additionally disinfect all areas with certified Virucide www.innuscience.com. Further information of our cleaning procedures can be found in detail on our property and spa risk assessments – link.