

OPENING HOURS

Thermal Suite Daily from 9.30am to 6.00pm (Subject to Change at Peak Times)
Treatments Daily from 10.00am to 5.45pm

BEST TIME TO VISIT

We want to ensure you experience ultimate relaxation during your visit. Please be mindful of our peak times which include weekends.

SCHEDULING AN APPOINTMENT

To avoid disappointment, booking in advance is recommended. To schedule an appointment please

- Telephone +353 74 9100885
- E-mail spa@shandonhotelspa.com
- Online www.shandonhotelspa.com/spa/spa-online-booking/
- Facebook "Shandon Spa"

Credit/Debit card details will be **required** to secure all bookings including those to be paid by gift voucher. If you are paying by gift voucher please remember to bring it with you on the day and present it on arrival. Gift vouchers are non-refundable & no change will be given from a gift voucher.

Group Bookings are welcomed, and the person making the booking for a group will be responsible for ensuring all those attending are made aware of and comply with the Terms & Conditions of the Shandon Spa.

HEALTH CONDITIONS

It is important that you advise us in advance of any health conditions, allergies or injuries which could affect your treatment when making your reservation.

PREGNANCY TREATMENTS

We have specially designed treatments for expectant mothers who are 14 weeks or more pregnant, however use of the Thermal Suite is not recommended during any stage of pregnancy.

SPA ENVIRONMENT

Please note that the Thermal Suite is an adult only environment and is only open to persons aged 18 and over. Young persons between the ages of 16 and 18 can avail of treatments provided they are to be accompanied by an adult.

CANCELLATION POLICY

We require 48 hours' cancellation notice. In the case of a late cancellation or no show, a 50% charge will be applied to the card details provided at the time of booking. All cancellations must be submitted by email.

ARRIVAL AT THE SPA

Please arrive at least 20 minutes before your appointment to the Spa Reception to allow you sufficient time to change and complete your consultation form. Please note that the allotted treatment time includes a consultation and preparation time. If you arrive late for your appointment, your treatment will be adapted to the remaining time of your booking.

WHAT TO WEAR

Lockers are provided for your use, however, we do recommend that you do not bring valuables as the Shandon Hotel & Spa do not accept any responsibility for loss or damage of personal items. Towels, robes & spa footwear will be provided, and should your appointment include use of the Thermal Suite, please bring swimwear. Disposable briefs or boxer shorts will be provided for all treatments.

In the interest of comfort, personal safety, health and hygiene and in consideration of all our other guests, the slippers provided must be worn in all areas of the Spa at all times.

ETIQUETTE

To ensure all guests experience the sanctuary of the Spa, we respectfully request that all visitors keep noise to a minimum. Use of mobile phones and electronic devices is strictly prohibited.

Smoking, the use of E-Cigarettes & the use of drugs in the Spa is strictly prohibited.

Alcohol may be consumed in the Thermal Suite, but only from plastic glasses. We reserve the right to refuse entrance to the Spa to any person under the influence of alcohol or drugs.

We reserve the right to ask any guest or group of guests to leave the Spa if they are disturbing other guests. Management reserves the right to close any area of the Spa, inclusive of the Thermal Suite, without prior notice for essential maintenance.

COMPLAINTS POLICY:

Any issues in relation to your treatment and or thermal experience must be raised at the time or prior to your departure from the spa that very day. Management of the Shandon Hotel & Spa does not condone any abusive behaviour from any individual or group of individuals towards their staff members.

All brochure content is correct at time of print. Management reserves the right to amend any aspect of the content at any time without prior notice.