

theSpa

PIMLICO SW1

Frequently Asked Questions

What are The Spa opening hours?

The Spa is now open Wednesday to Sunday, 11am to 7pm

What can I expect when I come to The Spa?

Pre-Arrival

- You will receive an advanced questionnaire to be completed in relation to covid-19, to ensure that you are symptom free.
- We request that you disclose any medical conditions, including pregnancy and allergies, prior to your treatment as some services may be contra-indicated.
- Please note that the spa is cashless, so please do bring alternative payment. Payment is also taken prior to your appointment to maintain social distancing at reception.
- We do also ask that you limit the personal belongings that you bring into The Spa and no food or drink. (Water will be available upon request after your treatment.)

Arrival

- We advise all guests to arrive no more than 10 minutes prior to their appointment, should you arrive earlier we may have to restrict access to The Spa as we do need to limit the number of guests at any one time.
- When arriving at The Spa you will be asked to sanitise your hands before completing a consultation form, there will be additional hand sanitising facilities around the spa for you to use at your convenience.

Do I have to wear a face mask?

In line with government guidelines, you are required to wear a face mask in the spa. You will not be required to wear one during your treatment, but in the relaxation areas, changing rooms and spa reception. (All spa staff will be wearing visors) Should you not have one or forget yours on the day we are able to provide one for you at an additional cost.

Is your salt infused steam open?

At the moment the steam is closed.

Can I come to the spa to relax and not have a treatment?

At present we are only able to accept guests into The Spa who have a treatment booked with us.

How are you able to Hammam and Rhassoul treatments if the steam is closed?

While the steam rooms are closed, we have adapted our Moroccan inspired treatment to be enjoyed within a treatment room.

Rhassoul:

Rather than the self-administered treatment it was previous, this will now take place with a therapist in a treatment room.

Taking place in our Moroccan inspired treatment rooms your therapist will apply the Rhassoul clay to the body for the ultimate detox and you will be wrapped so that you feel the full heat benefits, this will then be followed by an oil application to lock in the moisture.

Please remember to bring your swim wear to wear during this treatment.

Hammam:

theSpa

PIMLICO SW1

Taking place in our Moroccan inspired treatment rooms your therapist will apply black soap to cleanse the body, then using a kessa glove you will have a full body exfoliation followed by an oil application to lock in the moisture.

Please remember to bring your swim wear to wear during this treatment.

What can I do after my treatment and how long can I stay?

The spa facilities that you can use after your spa treatment include our tepidarium and deep relax room. While we are not able to display any magazines for you to enjoy, you are welcome to bring your own book/magazine.

You will have the opportunity to relax after your spa appointment for up to 60 minutes.

What are you doing to be covid safe?

We have increased cleaning around the spa, you will notice in our changing rooms that we have a set number of lockers available to limit the number of people in the spa to ensure safety and social distancing are able to be maintained, as well as in our relaxation areas.

All spa staff are wearing visors, in addition to glove and aprons depending on the task they are carrying out. Sanitising stations are available around the spa.

The highest standard of cleanliness is maintained our treatments, which are disinfected after each treatment.