



THE RETREAT

AT REDWORTH HALL

New Arrangements at The Retreat Health Club following Government Re-opening guidelines applicable from 1st August 2020

We are delighted to have now reopened all our facilities within the Retreat Health Club though a number of changes have been required to ensure the safety of our guests and staff. These are all in line with the guidance issued by the Government in July.

POOL HALL

- The pool area is now open from 7am until 10pm daily.
- We are now operating booked pool sessions due to a greatly reduced safe capacity of 18 persons at any one time with no more than 9 in the pool itself.
- For the pool these start on the hour and last for 45 minutes and then the area is cleaned before the next booked guests start their slot. The positive news is that you will be guaranteed to have a lounge to relax on.
- You'll be issued with leisure towels to use and we do have changing facilities and lockers.
- The changing room showers are not in use at this time.
- If you've booked a Deluxe room these include robes and flip flops which you can collect from the leisure reception
- For other guests in standard rooms they are available to hire for £5pp from the leisure reception

BEAUTY TREATMENTS

- We are open every day and offering our full selection of body treatments shown on the website with amended treatment protocols for your reassurance.
- Due to government guidance, face treatments are currently unavailable.
- We always advise booking a treatment in advance either online or by telephone.
- On the day bookings and prepayments can be made with the Leisure Reception.

SPA DAYS

- Due to the restrictions to numbers allowed to use the pool hall we have suspended Spa Day bookings at this stage and hope to launch a revised package in September.

RESIDENTIAL SPS BREAKS

- These packages are available for booking though the limited access to the pool area should be noted. We suggest that guests consider booking one of Great British Breaks packages and adding separate treatments. Use promo code GBB in the Book a Room tab.

GYM

- The Gym is open from 6.30am -9.30pm daily

- Under our new risk assessment the gym has a maximum capacity of 20 persons and distanced equipment.
- Gym booking slots start on the half hour and last for 50 mins and you can book a slot at the leisure reception.
- We ask gym users to attend already in their gym kit and leaving valuables in your room.
- There are small personal lockers in the gym for your use.
- The changing rooms are not available to gym users other than to access the toilets.

RETREAT MEMBERSHIP

- We are offering our 3 month membership option for £150 to new joiners.
- Please ask one of the leisure team to show you the facilities and explain the process.

These new arrangements are wholly designed to keep everyone safe and while they do place limitations on many of our services, they allow us to reopen them all safely for your use. Please note that any of these arrangements can change if a safety concern arises.

We hope to welcome you to the Retreat soon and appreciate your understanding,