



Crantock Bay Spa Terms and Conditions of Use

To enable you to have the best possible experience when visiting Crantock Bay Spa, we kindly advise you to follow and adhere to our Spa's Terms and Conditions of Use.

Crantock Bay Spa is situated in West Pentire, just a few miles from Crantock Village and Beach.

Our Spa is situated on the first floor and consists of two treatment rooms, an open manicure area, a deeply calming relaxation room and of course there is the idyllic sea view from our Spa terrace.

Spa Days: We offer a variety of Spa Days for adults and families with children over 12 years old. Please refer to our Spa brochure. We kindly ask you arrive 15 mins prior to your Spa Day so we can complete your consultation form and your Spa tour. Slippers are available at an extra cost of £3 and would love you to take them home after your Spa Day. Spa lunch is provided in the Café. If you feel comfortable to do so, you can enter the café in your Spa robe but please just be aware not to get the comfy seating wet.

Beauty Treatments: We offer a range of beauty treatments at Crantock Bay Spa but please be aware a patch test will be required 48-72 hours prior to your tinting/lifting lash treatment.

The Pool: Our pool is heated to 31 degrees and has unisex changing rooms, with a baby changing area and disabled toilets. There is also a Spa bath that is heated to 36 degrees. There is no constant supervision of the pool area, although there are CCTV cameras that operate in the pool area for safety and legal reasons. Please be aware the changing areas are unisex and are also used by C-Bay Staff.

The C-Bay Café/Bistro: With its views of Crantock Beach, C-Bay Cafe/Bistro is open to non-residents and also welcomes dogs but please do not allow them on the furniture. The menu can be found on our website.

Food and Drink in the Spa/Pool: We do not permit food/drinks or glass in the Spa and/or Pool areas, unless agreed by the Spa Manager and/or the Company Owners.

Lockers: Lockers are available to use and require a deposit of £1 that is returned after you have finished using the locker.

Lost Property: If you have lost anything, please contact our reception at the earliest convenience so we can help you locate any missing belongings.

Parking: There is free parking available to all Spa/Café guests. Please ensure you park within the designated areas and leave your car registration details with reception when you arrive. Use of the car park is at your own risk and we cannot accept responsibility for your vehicle whilst it is parked in the car park.

Booking a Treatment: All treatments are booked via our Reception Team and/or a member of the Spa Team. To contact us please telephone 01637 830229. Alternatively email us at spa@crantockbay.co.uk or info@crantockbay.co.uk

Health Conditions and Allergies: If you suffer from any health conditions and/or allergies our therapists may change your treatment accordingly to ensure that you receive the best treatment suited to your needs.

GDPR: Please refer to our Company Privacy Policy for details of how we comply with GDPR.

Pregnant Clients: At Crantock Bay Spa we believe in keeping you safe during your pregnancy. The pool temperature is around 31 degrees and we do advise you do **NOT** use the spa bath. We are unable to offer some treatments for guests who are in their 1st trimester. Please contact the Spa for further information.

Cancer Touch Therapy: Our Cancer Touch Therapy treatment provides you with a personalised holistic Spa ritual which is nurturing and has your safety at heart. Please do inform us at your time of booking so we can ensure you have a great treatment with us.

NHS Discount: We offer a discount of 10% to all NHS staff.

Age Restrictions: We offer a range of treatments for 12-18 year olds but they must be accompanied by an adult. Please contact the Spa for further information.

Consultation Forms: We kindly ask you to download and complete your Client Consultation Form by following the link you receive in your confirmation booking. The link is also available on the Spa page of our website. If you are unable to print the consultation form, then it can be done when you arrive in the Spa but please arrive 15 minutes early to avoid missing out on any valuable treatment time.

Payment: We take full payment at the time of booking. Please see the cancellation policy for details on how to receive your refund.

Health and Safety: Should you feel unwell or experience an accident during your visit to Crantock Bay Spa inform a member of the team who will be able to support you. If you hear the Fire Alarm, unless told otherwise, you must exit immediately via the emergency exits and proceed to the lower car park where you will be joined by a member of the Spa team.

CCTV: We operate CCTV Cameras within Crantock Bay, with exceptions of the changing areas, toilets and Spa.

Photographs and Videos: Please ensure you are only taking photographs and/or videos of your family and friends when visiting Crantock Bay. Photographs and/or videos are not permitted in the pool, changing rooms or Spa treatment rooms.

Liability: Crantock Bay and Crantock Bay Spa does not and will not accept liability if you do not adhere to the Company's Terms and Conditions of Use. Crantock Bay Spa reserves the right to change its Terms and Conditions of Use. Please ensure you regularly check our website and/or our social media for any updates we may have offer or have made.

Cancellation Policy:

We understand that there can be occasions when treatments need to be cancelled, so we have the following cancellation terms:

Coronavirus: Any Spa bookings made from 05.05.20 onwards will have been done so in the knowledge of Coronavirus. Therefore, if a booking is cancelled due to local lockdowns or if you start showing symptoms, no refunds will be given. However, as a sign of good will, we will allow you to move your booking once. If Crantock Bay Spa is closed due to Government restrictions, all bookings will be converted into vouchers for use at a later date.

Individual Treatments and Spa Days: We ask for all treatments over the value of £50 to be paid at the time of booking. If you need to cancel your appointment, please provide us with a minimum of 48 hrs notice and we will offer you the opportunity to rebook your treatment/Spa Day or transfer the value to a voucher*.

Group Spa Days (4 max): We ask for all Group Spa Days to pay at the time of booking. If you need to cancel your appointment or Spa Day, please provide us with a minimum of 48 hrs notice and we will offer you the opportunity to rebook your treatment/Spa Day or transfer the value to a voucher*.

*Vouchers are valid for 12 months.