



Frequently Asked Questions

We have compiled a list of frequently asked questions with answers to help you to get the best out of your visit to the Wave Garden Spa.

- **What are your COVID-19 rules?**
 - All guests must wear a face covering inside the spa.
 - Please ensure you follow our signage and maintain appropriate social distancing.
 - If you are feeling unwell, or have been in contact with anyone with symptoms, please contact us to rearrange your visit.

- **What happens if I have to cancel my treatment or spa day?**
 - Should you wish to cancel, we kindly request 48 hours' notice to avoid a cancellation charge. Any payments already made will be issued back to you in the form of a voucher for you to use towards any spa services.

- Cancellation of treatments with less than 48hours' notice will be charged in full.
- Full charges will be imposed for non-arrivals.

- **What should I bring with me?**

- Swimwear (you may wish to bring two sets of swimwear so that you have a dry set).
- Credit / debit card for contactless payments. Please also bring this with you to the restaurant if / when you are having lunch, dinner, or afternoon refreshments, or to pay for any extras.
- If you are using a gift voucher to pay for your spa day, remember to bring this with you. Please ensure this is valid for your requested treatments / package, and that the voucher is in date.
- You may wish to bring your own water bottle or reusable cup to stay hydrated.
- We will provide you with a robe and towels to use during your visit. We will also provide you with a pair of flip flops to take home with you.
- Our changing rooms are only available for guests using the thermal suite. We have private cubicles, and our changing rooms are fully equipped with hair dryers, hair straighteners, shampoo, conditioner, and body lotion.
If you are staying with us as a hotel guest, please use your bedroom to change.
- We recommend you leave jewellery / valuables at home, or in your hotel room safe. The Wave Garden Spa will not accept responsibility for loss or damage to any valuables on the premises.

- **What Time Should I Arrive?**

- Please make sure you arrive at least 15 minutes before the start of your treatment time. It is important that you allow enough time to ensure we can easily maintain social distancing.
- Please complete our health questionnaire at least 24 hours prior to arrival.
- If you are staying overnight on a spa break with us, your bedroom will be available from 3pm.
- Arriving late for your treatment will reduce the treatment time you receive with no refund or discount.

- **What Should I Wear?**

- Please come to the spa in whatever you feel good in.
- You can wear your bathrobe in all areas of the spa, swimwear must be worn at all times when using the spa's facilities.
- It is best to go to your treatment in your bathrobe, or just come as you are. For full body massages, body scrubs and body wraps, your therapist will ask you to remove all your clothing, asking you to leave on underwear, or we will provide you with disposable underwear, depending on your preference. For facials and head massage you will be asked to remove your top, and – if you are wearing one – to lower your bra straps.

- **Can I Use My Mobile Phone in the Wave Garden Spa?**

- The Wave Garden Spa is a sanctuary of tranquility, a place to dedicate time to you, away from the demands of everyday life. We respectfully ask you to either switch your mobile phone off or keep it on silent. Calls must be taken outside of the spa to ensure all guests can enjoy the peace and serenity of the spa.

- We would love you to share your Wave Garden Spa pictures on social media, but please respect the right to privacy of your fellow spa guests. Please do not take photographs with people other than yourself/ves in the frame.
- **Can I have lunch or dinner at the Wave Garden Spa?**
- Breakfast, lunch, and dinner is served at Zephyr's Bar & Grill on the ground floor of the Hilton Garden Inn Snowdonia which adjoins the Wave Garden Spa. Please book your table in advance by calling us on 01492 353 353.

If you have any specific concerns that aren't addressed in the information above, please contact us by calling 01492 353 353, or by emailing info@wavegardenspa.com