

Frequently Asked Questions

Where is The Grosvenor Spa?

We are located on the first floor of the hotel. The Grosvenor Spa welcomes non-residential guests.

Should I reserve my treatments?

We strongly recommend that you book your treatment times well in advance to avoid disappointment. All treatments are subject to availability. Credit or debit card details are required at time of booking in order to confirm your reservation. Please note that spa treatment times are subject to change and will be confirmed to you on arrival at the spa.

What if I have special health considerations?

Please inform us of any health related problems prior to your arrival at the spa. If you are unsure about whether a medical condition could prevent you from having a treatment or you are currently taking prescribed medication, have an allergy or are pregnant, please call in advance to discuss suitable treatment options.

When should I arrive?

We suggest you arrive at least 20 minutes prior to your first treatment, this will allow time for us to assist you with your questionnaire and offer refreshments.

What if I arrive late for my appointment?

Regrettably, late arrival for your appointment will constitute a reduced treatment time. All times quoted include treatment, preparation and consultation.

What do I wear during my treatment?

For your comfort, towels, robes and slippers will be provided. You may wish to wear your own underwear or briefs, or we can provide you with hygienic disposable briefs. Our therapists will always use draping techniques to respect your privacy. Please bring your own bathing suit to wear in The Thermal Suite.

What facilities can I use if I have booked a treatment?

Use of The Thermal Suite is complimentary with spends of over £100 per person. There is a charge for The Thermal Suite facilities of £35 per person for non-residential guests and £35 per room for residential guests. Residential guests may use the gym.

Can I use my mobile phone in the spa?

Our aim is to provide a tranquil environment therefore we politely request that mobile phones are turned off for the duration of your visit.

Contact Us

To discover the perfect spa ritual or package for you please contact The Grosvenor Spa on 01244 895686 or email spa@chestergrosvenor.com

The Grosvenor Spa Opening Hours

Monday	10.00am - 6.00pm
Tuesday	10.00am - 6.00pm
Wednesday	10.00am - 6.00pm
Thursday	10.00am - 6.00pm
Friday	10.00am - 6.00pm
Saturday	10.00am - 6.00pm
Sunday	10.00am - 6.00pm

Terms and Conditions

Method of Payment

We accept all major credit and debit cards. You may charge spa services to your hotel bill.

Cancellation Policy

All treatments are subject to availability. To avoid disappointment please make your booking as far in advance as possible.

We require 72 hours notice if you wish to cancel Full Day or Half Day Spa Packages or a group booking, thereafter a 100% charge will be made.

48 hours notice for single treatments, thereafter a 100% charge will be made.

Conditions

All prices are subject to alteration without prior notice. All prices are inclusive of VAT at the current rate. Children under the age of 16 are not permitted to undergo treatments in the spa or use The Thermal Suite. Treatments carried out on children between the ages of 16 and 18 must be in the presence of a parent or guardian. The Grosvenor Spa accepts no responsibility for lost or mislaid personal belongings.