



The Grosvenor Spa

*one blissful retreat*



## Our Philosophy

Soothe your mind. Pamper your body. Lift your spirit.

The Grosvenor Spa invites you to experience a luxurious and tranquil haven in the heart of the historic city of Chester.

Immerse yourself in the serenity of our boutique sanctuary in which every detail has been designed to evoke a state of relaxation, vitality and total wellbeing.

A menu of over forty rituals and treatments is designed to balance mind, body and spirit. Delivered by the skilful hands of our experienced therapists using the finest lotions and potions from our chosen product houses, Darphin, Elemis and REN, your unique Grosvenor Spa experience will exceed all your expectations.

### Key

- ♂ Treatments recommended for men
- ♀ Treatments recommended for women

**DARPHIN**  
PARIS

**Elemis**

**REN**  
CLEAN BIO ACTIVE SKINCARE

**J**  
JESSICA®

## Our Products

### Darphin

Cult-classic French skincare brand Darphin uses the finest essential oils and botanical aromas to deliver immediate and visible results as well as indulgent, ultra-sensorial experiences using the most sophisticated textures. Underpinning Darphin's global beauty philosophy is the belief that 'pleasure' is critical to enhancing personal beauty: Darphin's massage techniques open the pathway to inner and outer wellbeing, delivering a sublime aromatic experience with exceptional targeted results. Let Darphin lead you into an enchanted world where nature and science come together in a wonderful alliance.

### Elemis

The Elemis range of advanced skincare formulations and professional spa therapies provide life-enhancing solutions for every man and woman. Elemis is committed to using only the finest, most effective concentration of organic herbs, flowers and active bases. Let the ten touches of Elemis envelop your body and mind, combined with the riches of the natural world.

### REN

REN is skincare as it should be. Skincare that uses the latest hi-tech bio actives, is free from skin-unfriendly synthetic ingredients and is gorgeously pleasurable to use. REN boosts the skin's natural ability to protect, repair and renew itself leaving skin beautifully healthy and radiant.

### Jessica

Considered the world's leading authority on natural nail care, Jessica Cosmetics understands what it takes to achieve and maintain naturally beautiful nails. Jessica Cosmetics regularly bring out new colour collections with nail varnish colours for every taste.

## Holistic Body and Soul Rituals

### Aromatherapy Back Massage 30 minutes £50 ♂♀

A relaxing massage using aromatherapy essential oils to stimulate your senses and relieve stress from your back, neck and shoulders.

### Stress Recovery Massage 60 minutes £70 ♂♀

Eliminate stress by balancing mind, body and soul with an aromatherapy massage combining pressure points, face and scalp massage. 50 minute and 80 minute treatments are also available.

### \*Reiki 60 minutes £65 ♂♀

Japanese term for Universal Life Energy. Natural healing within the body is increased and physical, mental and emotional wellbeing can be addressed. Induces deep relaxation.

*\* Subject to availability*

### \*Reflexology 60 minutes £70 ♂♀

The feet are a map of the body's functions. This truly relaxing therapy works on specific pressure points on the feet to aid healing and relaxation.

### \*Indian Head Massage 30 minutes £50 ♂♀

A traditional Eastern technique that relieves tension in the head, neck and shoulders. This treatment is ideal for anyone who suffers from headaches, stress or insomnia.

### \*Aroma Stone Therapy 75 minutes £90 ♂♀

Warm Basalt stones to melt away tension. Therapeutic heat is slowly released into the belly of the muscle for a completely new body experience. Small stones are placed on key energy points, whilst luxuriously warmed oils are massaged deeply into the body for maximum relaxation.

For treatments, day and half day packages, please contact The Grosvenor Spa on 01244 895686 or email [spa@chestergrosvenor.com](mailto:spa@chestergrosvenor.com)

## Day Packages

### The Grosvenor Ultimate Day of Luxury £250 ♂♀

Elemis Visible Brilliance Facial  
Aroma Stone Therapy  
Jessica Manicure  
Jessica Mini Pedicure  
Your day will also include a two course spa lunch, use of The Thermal Suite and luxury slippers to take home.

### Elemis Escape £250 ♂♀

Exotic Coconut Rub and Milk Ritual Wrap  
Deep Tissue Body Massage  
Elemis Skin Specific Facial  
Elemis Pro-Collagen Hand and Nail with file and polish OR  
Elemis Sole Delight Foot Treatment with file and polish  
Your day will also include a two course spa lunch, use of The Thermal Suite and luxury slippers to take home.

### Delight of Darphin £250 ♂♀

Shea Butter & Wheat Moisture Drench Wrap  
Ultimate Indulgence Facial  
30 minute Manicure and Pedicure  
Your day will also include a two course spa lunch, use of The Thermal Suite and luxury slippers to take home.

### Absolute Mother Pregnancy Package £185 ♀

Elemis Nurturing Massage for Mother to Be  
Or Darphin Vitamin & Jojoba Prenatal Body Firmer  
Elemis Skin Specific Facial  
Manicure or Pedicure  
Your day will also include a two course spa lunch, use of The Thermal Suite and luxury slippers to take home.

### Elemis Gentlemen's Grand Indulgence £250 ♂

Musclease Aroma Spa Ocean Wrap  
Deep Tissue Muscle Massage  
Skin IQ Facial  
Your day will also include a two course spa lunch, use of The Thermal Suite and luxury slippers to take home.

## Half Day Packages

### Grosvenor Beautiful Woman £130 ♀

Darphin Kiwi and Pomegranate Facial  
Jessica Manicure or Pedicure  
Aromatherapy Back Massage  
Full use of The Thermal Suite  
Luxury slippers to take home

### Elemis Absolute Spa Ritual £120 ♂♀

Advanced Anti-Ageing Facial  
Deep Tissue Muscle Massage  
Full use of The Thermal Suite  
Luxury slippers to take home

### Total Time Out for Men £120 ♂

Elemis Skin IQ+ Facial  
Deep Tissue Muscle Massage  
Full use of The Thermal Suite  
Luxury slippers to take home

### RENew Her £120 ♀

Ren Body Polish or 60 Minute Bespoke Body Massage  
REN Facial Treatment  
Full use of The Thermal Suite  
Luxury slippers to take home

### RENew Him £120 ♂

REN Body Polish or Bespoke Body Massage  
REN Facial Treatment  
Full use of The Thermal Suite  
Luxury slippers to take home

### Spiritual Journey £120 ♂♀

60 minute Full Body Massage  
\*Reiki or Reflexology  
Full use of The Thermal Suite  
Luxury slippers to take home

\* Subject to availability

## Spa Breaks

### The Ultimate Girls' Getaway for Two £199.50 per person ♀

For best friends, mothers and daughters, The Grosvenor Spa offers the ultimate sip, spa and shop getaway!

The perfect way to celebrate every occasion. This fun-filled girls' package includes a luxurious overnight stay in an Executive room with continental breakfast, and a chilled glass of champagne and strawberries to welcome you on arrival. Relax with a 50 minute Grosvenor Signature Massage or a REN Facial and your choice of 30 minute spa treatment per person along with full use of The Thermal Suite before heading out to visit Chester's array of stores and boutiques making full use of your complimentary 24 hour parking.

Time away with the girls is always sweeter when you add bubbly, pampering, and retail therapy!

*\*Based on two people sharing a king or twin bedroom. Subject to availability.*

For relaxing residential luxury spa retreats please contact Reservations on 01244 324024 or email [reservations@chestergrosvenor.com](mailto:reservations@chestergrosvenor.com)

## Face Rituals

### Darphin Sensorial Reviver Facial

30 minutes £50 ♂ ♀

Pick me up treatment, ideal for all skin types who want relief from fast-paced, high stress living.

This detoxifying facial relaxes as it clarifies, removing every trace of city grit and grime. Recharge skin from environmental elements and lift the spirit for those who are in a hurry and short of time. An expert concentrated Dermabrasion exfoliation is soothed on to the skin's complexion, to replenish skin, smooth lines and wrinkles and reveal all its natural radiance. Exfoliates and revives cellular process with Pearl and Lava Powder.

### Darphin Kiwi & Pomegranate Hydrator

60 minutes £75 ♂ ♀

Intensive Hydrating treatment, ideal for "thirsty" skin visibly lacking moisture and exhibiting lines.

A deep drench and soothing quench for moisture-depleted skin. This intensive hydrating facial includes deep cleansing and gentle exfoliation followed by an intense saturation of a cooling soothing mask enriched with Kiwi, Palmarosa, Lavender Essential Oils and nourishing vitamins. Rediscover a delectably dewy-fresh, radiant complexion.

### Darphin Rose & Linen Age Reversal

90 minutes £90 ♂ ♀

Intensive Anti-ageing treatment, ideal for telltale signs of ageing (wrinkles, loss of elasticity and firmness, open pores).

Uniquely customised treatment infused with Darphin's most targeted and scientifically advanced age defying expertise to address every telltale sign of ageing. A complete rejuvenating treatment to regenerate the epidermis with two time-reversal massages that reshape and firm facial muscles, revealing a clear, even, toned complexion. Experience opulence while a luscious firming mask, enriched with age-defying essences, saturates and plumps skin for instant radiance and rejuvenation.

### Darphin Ultimate Indulgence Facial

90 minutes £90 ♂ ♀

Ideal for all clients wanting an ultimate indulgent facial with noticeable age defying results.

Harmoniously bringing together all the best of Darphin's pleasure principles for an instantly illuminated, lifted and firmer complexion treat. Darphin's exclusive facial combines the ultimate in treatment pleasure with sophisticated and unique massage techniques and high potency products to dramatically improve the skin for instant results.

### Darphin Meadowsweet & Cucumber Eye Refiner

30 minutes £45 ♂ ♀

Eye treatment, ideal for tired eyes, dark circles, puffiness, fine lines and creases.

Exquisite bliss, complete rejuvenation for the fragile eye area. Darphin combines its most effective age-defying products and delicate massages in this unique protocol designed to smooth, firm and clarify the eye contour. Eyes look fresh, sparkling and well-rested!

### CACI Quantum Face 60 minutes £50 ♂ ♀

Course of 10 treatments for £450.

The original non-surgical face lifting system which tones and re-educates muscles of the face and neck.

A course is recommended.

Half face demonstration with a full consultation with our expert therapists is available for £25.

Face Rituals continued overleaf...



## Face Rituals

### The REN Express Facial Treatment

30 minutes £50 ♂♀

Using skincare products formulated with cutting edge bio actives that boost the skin's natural processes of protection, repair and renewal together with our customised facial workout. Ideal for an anytime facial treatment, the skin is left energised, firmer and replenished. This treatment reduces fine expression lines and boosts tissue hydration. A fantastic way to keep your skin in tip-top condition in minimal time.

### REN Skin As It Should Be 60 minutes £70 ♂♀

An energising radiance boosting facial designed to enhance naturally happy, healthy skin. For all skin types.

### REN SOS Rescue 60 minutes £70 ♂♀

A deeply hydrating and nourishing facial specifically designed to tackle fine lines related to dryness, to revive dull, tired skin and brighten the complexion. For dry and dehydrated skin.

### REN Hydra-Calm Soothing 60 minutes £70 ♂♀

A highly repairing and protecting facial designed to soothe and calm reactive skin, preventing premature ageing. For sensitive skin.

### REN Skin Detox 60 minutes £70 ♂♀

A purifying, deep cleansing, anti-blemish facial designed to leave your skin clean, calm with even tones. For combination/ problem skin prone to breakouts and blemishes.

### Elemis Taster Facial 30 minutes £50 ♂♀

Take time out of your routine to give your skin an instant boost with our rejuvenating mini facial.

### Elemis Fruit Active Glow 60 minutes £70 ♀

For dull, lifeless skin.  
For a powerful skin recharge, this facial will bring back the glow to tired, dull and lifeless complexions.

### Elemis Exotic Moisture Dew 60 minutes £70 ♀

For dry skin.  
For skin in need of a super saturating moisture boost, this thirst-quenching facial is perfect.

### Elemis Herbal Lavender Repair 60 minutes £70 ♀

For combination and oily skin.  
For perfect restoration of skin balance, this facial helps to heal and repair oily, problem and congested skin.

### Elemis Tri-Enzyme Resurfacing Facial

60 minutes £75 ♀

For safe and effective resurfacing.  
This ground breaking anti-ageing facial instantly resurfaces and smoothes the skin bringing a renewed level of evenness and clarity to the complexion. This ritual requires a patch test 30 minutes prior to your first treatment.

### Elemis Visible Brilliance Facial 75 minutes £75 ♀

For ageing, stressed and slackened skin.  
This anti-ageing face and eye treatment instantly firms, rejuvenates and plumps up the skin whilst reducing dark circles from around the eye contour.

### Elemis Pro-Collagen Quartz Lift Facial

75 minutes £75 ♀

See a younger, firmer future, instantly.  
Clinically proven to reduce the number of wrinkles by up to 94% and improve skin firmness by up to 57% after just one treatment.

Course of 6 recommended, 1 treatment every 4 weeks.

### Elemis The Face and Body Sensation

55 minutes £65 ♂♀

Experience the perfect Elemis treatment duo, a sensational hot stone massage to relieve stress tension and ease aching muscles, or Tranquility, a 'thermal soothing' massage to induce a deep level of relaxation and calm your mind. You will then be treated to your intensive booster anti-ageing facial, designed to smooth out wrinkles and restore youthful radiance.

### Elemis Time for Men Facials

Elemis Skin IQ+ Facial 75 minutes £75 ♂

Anti-ageing booster for tired, stressed skin.  
This treatment is tailored to meet the demands of a hectic lifestyle and to combat ageing effects giving men the ultimate skin overhaul with maximum results.

### Elemis Urban Cleanse Facial 60 minutes £65 ♂

Deep cleanse and complete skin detox.  
This super-grooming facial decongests the skin, working overtime to eliminate blocked pores, leaving the skin visibly clear and squeaky clean.





## Body Rituals

### **REN Bespoke Body Polish** 50 minutes **£60** ♂ ♀

This treatment will have you emerge feeling energised and toned. After your skin is thoroughly exfoliated using the Moroccan Rose Sugar Body Polish or the Guerande Exfoliating Body Balm to enhance cell renewal and replenish skin, dry body brushing further stimulates skin and lymph to help remove toxins. Finally a body cream of your choice is smoothed all over your body. Select from the following:

- Moroccan Rose Body Glow
- Guerande & Monoi Body Treatment

### **Elemis Exotic Lime & Ginger Salt Glow**

30 minutes **£50** ♂ ♀

This exotic exfoliation ritual invigorates and brings vitality to your body. Your skin is deeply cleansed, polished and softened to perfection finishing with a final application of Exotic Island Flower Body Lotion leaving the skin glowing and vibrant, replenished and flawless.

### **Elemis Musclease Aroma Spa Ocean Wrap**

75 minutes **£75** ♂ ♀

A heated seaweed mask containing a warming blend of Pine and Rosemary essential oils is applied to your body before you are cocooned in a comforting foil wrap. A soothing face and scalp massage help the active ingredients work to ease arthritis, fatigue and muscle spasm.

### **Elemis Cellutox Aroma Spa Ocean Wrap**

75 minutes **£75** ♂ ♀

A warm seaweed body mask containing a synergy of cleansing Juniper and Lemon essential oils is applied to your body before you are cocooned in a comforting foil wrap. Let the active ingredients work to detoxify, decongest and stimulate your body systems.

### **Elemis Body Sculpting Cellulite and Colon Therapy**

60 minutes **£70** ♂ ♀

A detoxifying fennel and birch body mask is applied to the hips and thighs, followed by a specialised drainage massage to help the appearance of cellulite, boost circulation and reduce fluid retention, leaving the skin firmer and smoother to the touch.

### **Elemis Exotic Coconut Rub and Milk Ritual Wrap**

50 minutes **£65** ♂ ♀

A ceremony of pure sensuality! A traditional Balinese recipe with Coconut, Mungbean, Spices and Lavender polishes the skin, whilst the exotic body oil indulges your senses. Bask in the ritual as warm Skin Nourishing Milk Bath is poured over your entire body before being cocooned in a comforting foil wrap.

### **Darphin Ultimate Moisture Drench**

90 minutes **£100** ♂ ♀

Ideal for all clients wanting an ultimate top to toe body pampering treatment that infuses the body with an intense surge of moisture and nourishment.

Darphin Ultimate Moisture Drench is designed to relax from the onset leaving skin not only irresistibly soft but rejuvenated too. This unique Darphin body treatment achieves total wellbeing and harmoniously rebalances the body and mind whilst delivering outstanding skincare results to leave skin feeling instantly hydrated, smoothed and conditioned. This treatment is performed in continuous, flowing and balanced application for the entire hour and a half and includes deliciously scented JoJoba Oil, Shea Butter and Honey Wrapping.

### **Elemis Deep Tissue Muscle Massage**

60 minutes **£70** ♂ ♀

Focusing to relieve specific stress and muscle tension, this deep rhythmic pressure massage gives the whole body a vigorous workout. Combined with specially blended massage oils, this treatment can be tailor-made to suit your individual needs:

- Stress-Away
- Spirit Reviver
- Muscle Melt
- Chakra Balancing

### **Elemis Deep Tissue Back Massage**

30 minutes **£50** ♂ ♀

Focusing on the back, shoulders and neck area, this massage will help to relieve tension, stress and aching muscles.

### **REN Bespoke Body Massage** 60 minutes **£70** ♂ ♀

A de-stressing and extra indulgent experience that leaves your skin gorgeously soft, glowing and smelling divine! A deeply relaxing top to toe massage, using Moroccan Rose Otto Ultra Nourishing Body Oil to heal, soothe and reduce tension held in the body leaving you feeling revitalised with a total sense of wellbeing.



## Pre-natal

### Elemis Nurturing Massage for Mother-to-Be

70 minutes £85 ♀

The nine month journey of nurturing is a special time, connecting with the mother through the power of touch, working with two heartbeats as one. Combines tried and tested safe pregnancy massage techniques adapted to each stage of pregnancy. Helps to relieve tension in your lower and upper back and alleviate any swelling in the hands and feet while easing your mind and uplifting the spirit.

Recommended: 1 treatment every 2 weeks in 2nd trimester.  
1 treatment every week in 3rd trimester.

### Darphin Vitamin & Jojoba Pre-natal Body Firmer

60 minutes £75 ♀

Ideal for pregnant women experiencing discomfort, fatigue and stretching skin.

Proactive nourishment treatment to promote supple skin. The custom gentle massage maximises the absorption of delectable nourishing creams. Skin is infused with natural elastin-preserving protection to reveal a smoothed, firmed, glowing form.

*Mothers to be must be 12 weeks pregnant to have a treatment in the Spa. Some treatments are not recommended during pregnancy. If in doubt please contact us prior to your arrival and we will be happy to assist you.*

## Hand and Foot Rituals

### Elemis Pro-Collagen Hand and Nail

30 minutes £45 ♂♀

Pure pampering for your hands and nails to restore beauty and suppleness. Warmed aromatherapy oils nourish and condition, whilst the sublime sensation of Skin Nourishing Milk Bath lavishes its richness and healing action on your skin.

### Elemis Sole Delight Foot Treatment

30 minutes £45 ♂♀

Warmed aromatherapy oils nourish and condition your feet and nails, whilst the decadence of Milk and Exotic Frangipani Monoi Oil lavish their richness and healing action on your skin.

*These treatments can be extended to include a mini manicure or pedicure for £55.*

## Finishing Touches

### Jessica Express Manicure or Pedicure

30 minutes for £30

### Jessica Treatment Manicure or Pedicure

With complimentary mini nail polish  
45 minutes for £45

### French Polish

60 minutes for £50

### Jessica Deluxe Treatment Manicure or Pedicure

With complimentary mini nail polish  
60 minutes for £65

### Re-varnish Hands or Feet

15 minutes for £18

### Eye Treatments

Eyebrow Shape £14

Eyebrow Tint £15

Eyelash Tint £18

Eyebrow and Eyelash Tint £28

*(Tint test required 24 hours prior to Eyebrow or Eyelash Tint)*

## Wedding Packages

### Pre-Wedding Indulgence £135 ♀

Pamper yourself in preparation for your special day.

- 50 minute Elemis Exotic Coconut Rub and Milk Ritual Wrap
- 60 Minute REN Facial Treatment
- Eyebrow Shape
- Eyebrow Tint
- Eyelash Tint
- Full use of The Thermal Suite

### Beautiful Bridesmaid £99 ♀

A wonderful way to treat your bridesmaid.

- 30 minute REN Facial Treatment
- Deluxe Jessica Manicure
- Eyebrow Tint
- Eyelash Tint
- Full use of The Thermal Suite

### Groom £145 ♂

Indulge yourself and melt away your last minute jitters with our exclusive Groom's package.

- 60 minute Elemis Urban Cleanse Facial
- Jessica Manicure
- 60 minute Darphin, Elemis or REN Full Body Massage
- Full use of The Thermal Suite

*(Tint test required 24 hours prior to Eyebrow or Eyelash Tint)*

### Radiant Bride to be £165 ♀

Feel and look radiant as you prepare for your special day, with a spa experience that is guaranteed to leave you glowing.

- 90 minute Darphin Facial
- Deluxe Jessica Manicure
- 30 minute Darphin, Elemis or REN Full Body Exfoliation
- Full use of The Thermal Suite

### Mother of the Bride £155 ♀

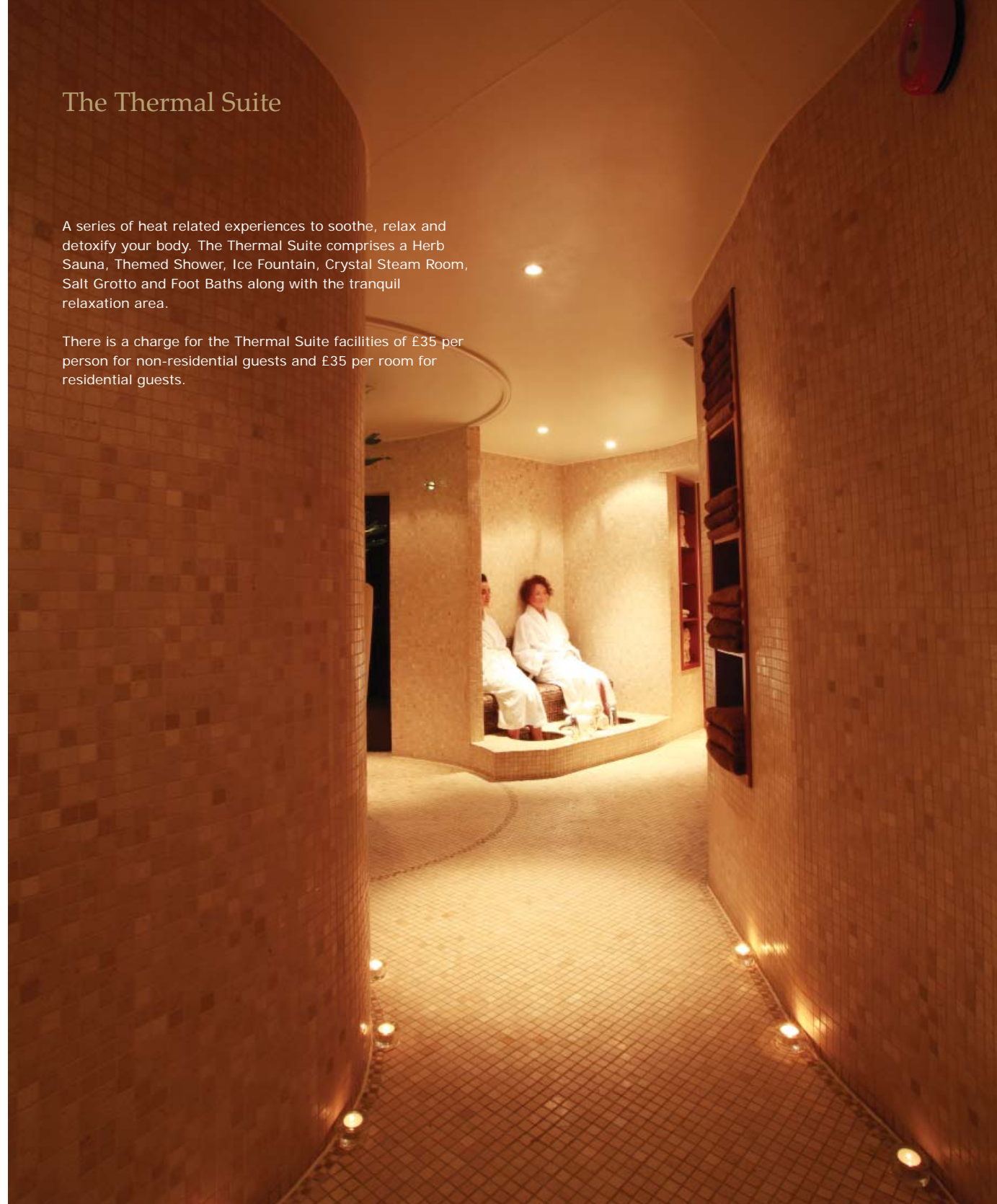
The perfect preparation for your daughter's wedding.

- 60 minute Darphin Kiwi and Pomegranate Hydrator Facial
- 60 minute Darphin, Elemis or REN Body Massage
- Jessica Mini Manicure
- Jessica Mini Pedicure
- Full use of The Thermal Suite

## The Thermal Suite

A series of heat related experiences to soothe, relax and detoxify your body. The Thermal Suite comprises a Herb Sauna, Themed Shower, Ice Fountain, Crystal Steam Room, Salt Grotto and Foot Baths along with the tranquil relaxation area.

There is a charge for the Thermal Suite facilities of £35 per person for non-residential guests and £35 per room for residential guests.



### Gift Vouchers

Gift vouchers are available for the treatment of your choice in The Grosvenor Spa or in denominations of £10, £25, £50 and £100. These can be beautifully presented in a Chester Grosvenor gift box and make the perfect gift. Gift vouchers can be purchased in The Grosvenor Spa or online, please visit [www.chestergrosvenor.com](http://www.chestergrosvenor.com) for a full list of gift experiences. Gift vouchers must be redeemed before the expiry date.

### Pamper Me Card

Please ask about The Grosvenor Spa 'Pamper Me' card, designed to reward our loyal customers every time they visit. The 'Pamper Me' card rewards you with free treatment time in the spa with every visit to, or purchase from The Grosvenor Spa. Please ask for full details.

### Courses of Treatments

We recommend that individual Facials and Body Massages are taken once every four weeks, to experience the greatest results, a course of treatments is recommended.

Book a course of five face or body treatments and enjoy the sixth treatment free. If you are a member of our Pamper Me loyalty card programme, redeem your minutes to enjoy your seventh treatment on a complimentary basis.

The Grosvenor Spa therapists are happy to assist with treatment recommendations. Please enquire at the Spa Reception for further information.

Elemis, Darphin, REN and Jessica products are available to purchase from The Grosvenor Spa.

### 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](mailto: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 - 8.00pm
Friday	10.00am - 8.00pm
Saturday	09.00am - 7.00pm
Sunday	10.00am - 6.00pm

### Your stay at The Chester Grosvenor and Spa

Whether you are visiting Chester on business or for pleasure, The Chester Grosvenor and Spa is the perfect destination with beautifully furnished rooms and suites, two award-winning restaurants, the luxurious Grosvenor Spa and state-of-the-art facilities for meetings, celebrations and private dining.

Most importantly, the friendly, thoughtful service you receive will make you feel truly at home. We take great pride in our attention to detail and our experienced team is dedicated to meeting your individual needs.

If you are staying at The Chester Grosvenor and Spa we strongly recommend that you book your treatment times well in advance to avoid disappointment.

The Grosvenor Spa welcomes non-residential guests.

### Terms and Conditions

#### Arrival Times

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.

#### How to Book

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.

#### Method of Payment

We accept all major credit and debit cards.

#### Spa Experience/Residential Spa Breaks

For your comfort, towels, robes and slippers will be provided. Please bring your own bathing suit to wear in The Thermal Suite. Our aim is to provide a tranquil environment therefore we request that mobile phones are turned off for the duration of your visit.

#### 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.

#### Your Health

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.

#### 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. Regrettably, late arrival for your appointment will constitute a reduced treatment time. All times quoted include treatment, preparation and consultation. Use of The Thermal Suite is complimentary with spends of over £100 per person. Normally there is a charge for Thermal Suite facilities of £35 per person for non-residential guests and £35 per room for residential guests.



THE CHESTER GROSVENOR AND SPA



[www.grosvenorspa.com](http://www.grosvenorspa.com)

 Printed on 100% recycled paper



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