



THE SPA
LOW WOOD BAY



*“People say nothing is impossible,
but I do nothing every day”*

Winnie the Pooh



WELCOME TO YOUR POSSIBILITIES

The Spa at Low Wood Bay is an open door to endless possibilities. It's a place to come as you are.

No rush. No fuss. Ponder the beauty of the outdoors, indoors. Take a journey in a few steps. A moment that captures a memory for life. Relaxed, get revitalised. Do something, but nothing. Here, everything is possible.

OUR THERMAL SPACES...

OUTSIDE

Whatever the weather or time of day, enjoy magnificent views of the lake and mountains whilst relaxing in our outdoor spaces. Take a plunge in warm water or a seat beside our fire pit with a cold beer, glass of prosecco or hot chocolate. Come rain or shine you won't be disappointed.

Lakeview Infinity Pool

Whether it's a frosty morning overlooking the snow-capped mountains or a warm summer's day. Watch the world go by languishing in the warm currents of our Lakeview Infinity Pool. You could be wherever you allow your mind to travel.

Hot Tubs

Not one but two large hot tubs with crystal clear waters heated to 38°C. Share them with friends, or wait for an opportune moment to sit in peace and quiet overlooking the lake and beyond.

Fellside Sauna

This is no ordinary Sauna. Our spacious Fellside Sauna has ample room for you to sit and gaze at the scenery from the vast panoramic window, or lie back and let your body absorb the heat and fragrances from our traditional stone fire. Keep an eye out for our Sauna Meister Experience delivered at different times of the day by our Sauna Meister.

AND INSIDE...

Dry Salt Sauna

Victorian doctors prescribed 'taking the sea air' as a cure for just about everything. Today, scientific research affirms the healing properties of salt for respiratory and skin conditions, as well as helping a good night's sleep. Our Dry Salt Room houses pure salt bricks containing over 84 different minerals, rich in iron and magnesium. Breathe in!

Coconut Steam

Nothing transports us to summer like the fresh vibrant aroma of coconut. Combine that with the health benefits of steam – improved circulation, tension and stress relief, removal of toxins, promotion of clear and even-toned skin and you have an experience that will tick all your 'happy place' boxes.

The Herbal Lounge

There's a space with your name on it. Choose your individual swing seat and suspend yourself in the warmth and aroma of our Healthy Herbal Infusions. The lounge is heated to 65°C, cooler than a sauna but warm enough to make you stay. Ease achy muscles, reduce tension and restore over-busy minds.

Thermal & Vitality Pool

Certainly not your average pool. Drift gently, suspended on warm thermal currents, or simply lie back on one of our submerged loungers and take in the stunning Lakeland scenery. You could almost be floating on the lake – but warmer, whilst air and water jets revitalise you.

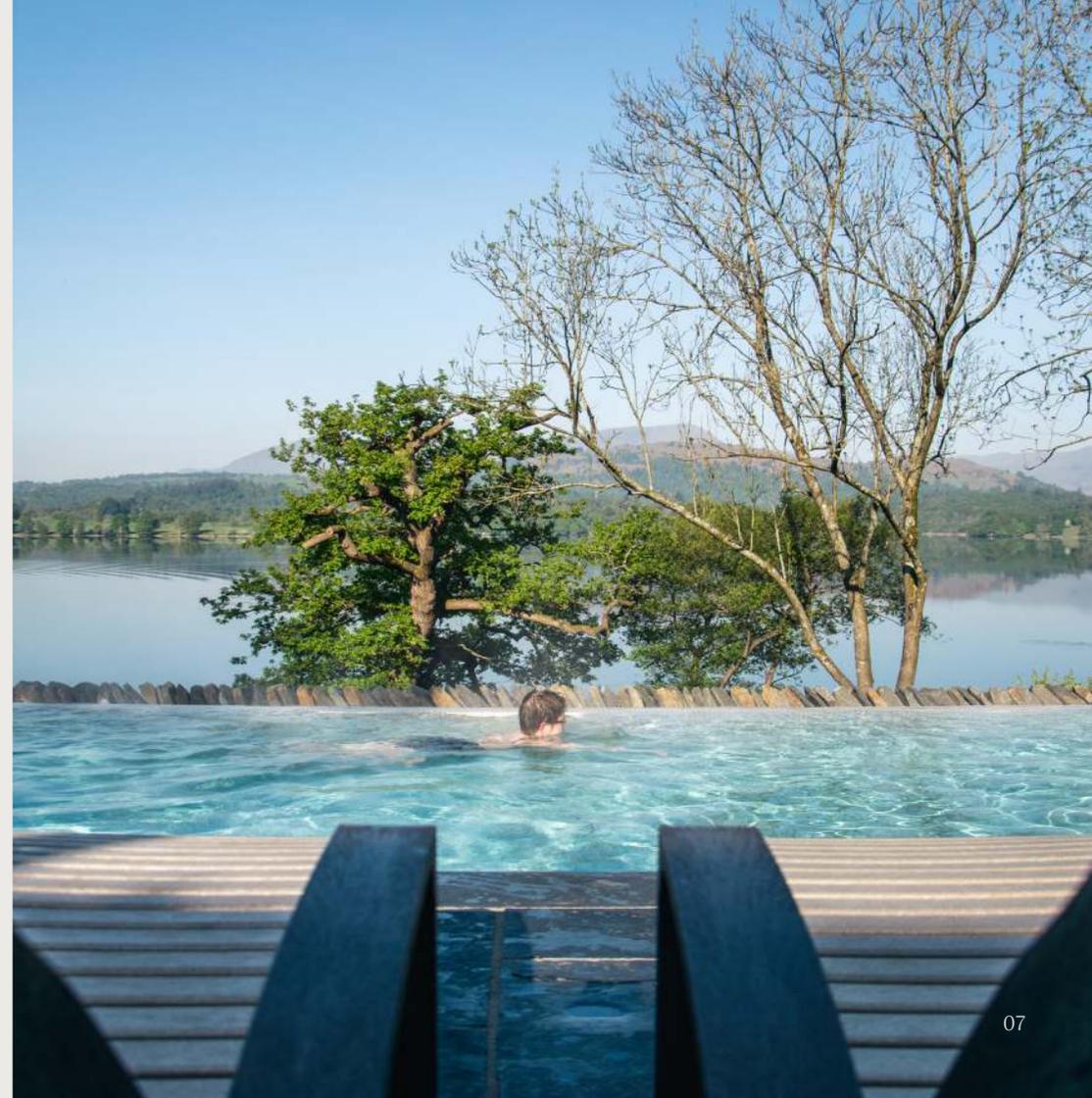
Relaxation Lounge

Relax in a swinging pod, chat, plug in, read a book, watch the water sports – there is definitely no hurry here. Hydrate with one of our refreshing flavoured waters, or let our SpaTender take your order.

GIFT VOUCHERS

Treat your loved ones to a taste of luxury here at Low Wood Bay Resort & Spa.

For details on our Spa Gift Vouchers, simply ask one of our Spa team, or visit our Spa website and order online.



THERMAL EXPERIENCES

Relax and revive in our Thermal Spaces. From dry salts to gentle herbal infusions, the Mud Room or the Ultimate Thermal Journey, there is plenty of time to absorb the tranquility and magnificence of the lake and beyond.



Thermal Journey £50 per person £70 with lunch or afternoon tea

Your SpaTender will welcome you with bath robes, flip flops, towels and settle you in. The thermal facilities are yours to enjoy for a morning or afternoon.

3 hours of relaxing, inside and out. Breathe in the dry salt, coconut steam or herbal infusions, rinse off with warm rain, cool mist, and submerge yourself in gentle thermal currents. Step outside and experience our Lakeview Infinity Pool, Fellside Sauna, hot tubs and fire pit.

Thermal Journey With Mud £60 per person

Where else can you throw mud at your friends or partner, just for fun? A sociable 30 minute experience that relaxes muscles, improves circulation and leaves skin noticeably softer for days after.

Included in your 3 hour Thermal Journey is this private treatment requiring no therapist. Perfect for couples or for a group of up to four friends. Cover yourself from head to toe in natural and mineral-rich Dead Sea mud. The room is then infused with steam which opens up the pores. This allows toxins to be washed away with the mud, whilst the body soaks up moisturising natural oils and minerals.

The Ultimate Thermal Journey £70 per person

4 hours of pure thermal relaxation, including an amazing private Mud Room treatment and Sauna Meister Experience (shared experience).

Your SpaTender will guide you through our thermal experiences and get you ready for your mud treatment. When you've finished, you can relax some more before being taken to our Fellside Sauna for a very unique sauna experience delivered by our Sauna Meister.

30 minute Mud Room and Sauna Meister Experience can be booked on their own as separate treatments for £15 per person

Twilight Thermal Journey (6pm - 8pm) £45 per person

Gather your friends and have an evening out at The Spa.

Enjoy up to 2 hours in our indoor and outdoor thermal spaces with a complimentary glass of Prosecco.

SPA DAYS

Wrap up in a fluffy bathrobe, slip your feet into something more comfortable and relax in our indoor and outdoor thermal spaces for up to three hours. Morning, afternoon or evening, the choice is yours. All our Spa Days include a choice of treatments, access to the Health Club and either a 2 course lunch or afternoon tea.

Whether it's simply time out of a hectic schedule, a birthday treat, a little romance, we think you will find something here to fit the bill.



The Cabin Crew £85 per person

Group size 4 – 12 persons

Difficult to define, impossible to pin down, and don't even try to analyse ... something happens when your friends get together. Whether that's best friends, partners, colleagues, mums and daughters or three generations in a row. Some would call it therapy!

Meet up for a morning, afternoon or evening and enjoy a half hour ESPA Express Facial or a Berry & Birch Salt and Oil Scrub. Start or finish off your day with a 2 course lunch or afternoon tea.

Hideaway Packages

These are also available to friends with or without the Salt Bath. Find out more on page 12.

The Spa Regatta £95 per person

Choose from a half hour ESPA Express Facial, 30 minute tailor-made massage, or sit back in The Snug and enjoy a File & Polish Hands or Feet. SpaTenders are on hand to serve your choice of drink by the pool, from healthy smoothies and blended teas, to fancy cocktails and crafty ales. Simply sit back, relax and enjoy. Start or finish off your day with a 2 course lunch or afternoon tea.

Mum to Be £105 per person

Spend a blissful morning or afternoon soaking in our thermal pools and enjoy a 60 minute Booster Facial or Baby & Me Massage. Start or finish off your day with a 2 course lunch or afternoon tea. Some necessary and guilt free food indulgence!

Lost in the Lakes £125 per person

Our 60 minute Berry & Birch Signature treatments use perfectly blended essential oils containing vitamins, anti-oxidants and skin nurturing ingredients. Choose from our distinctive Head to Toe Massage, Himalayan Salt Body Scrub or Classic Face Treatment. Start or finish off your day with a 2 course lunch or afternoon tea.

Set Sail £155 per person

ESPA or Berry & Birch, you choose. Enjoy a 90 minute treatment of your choice and leave the rest up to us. In addition, relax and unwind in our thermal spaces whilst enjoying a glass of Prosecco. Start or finish off your day with a 2 course lunch or afternoon tea.

COUPLES SPA DAYS

The Hideaway is a private luxury retreat to celebrate precious moments together. Being our most exclusive treatment room, The Hideaway features heated treatment beds, a rustic salt bath and a unique buckwheat bed overlooking Lake Windermere. All of our Hideaway packages are also inclusive of a 3 hour Thermal Journey, allowing you to enjoy the indoor and outdoor facilities, whilst admiring the breathtaking views.

Relax and revive in The Hideaway where you will enjoy a 30 minute salt bath run by your therapist and an individual 30, 60 or 90 minute treatment of your choice. Start or finish off your day with a 2 course lunch or afternoon tea.

Hideaway 60	Hideaway 90	Hideaway 120
£260 per couple	£310 per couple	£360 per couple
30 minute salt bath 30 minute treatment	30 minute salt bath 60 minute treatment	30 minute salt bath 90 minute treatment

Extras

Mud Room £30 per couple
Sauna Meister Experience £30 per couple
Prosecco £29 per bottle

Why not make a night of it?

Stay with us in the Resort or in Winander Club.



EXCLUSIVE USE

People often tell us how intimate the Spa feels, how much they enjoy the feeling of having the place to themselves.

We're passionate about the Spa experience and want everyone to enjoy the space without feeling crowded.

So, if you have a large group of friends, family or colleagues, why not consider our 'Exclusive Use' packages. You can have the thermal areas all to yourselves for a half day or full day.

Ideal for birthday, wedding and family celebrations or corporate events. Just ask one of our team members for more details.

Please contact our Spa for exclusive availability and prices.

SPA BREAKS

Enjoy a relaxing Spa Break in the heart of the World Heritage Lake District on the shores of Windermere. Soak in the the views from your room, indoor and outdoor thermal spaces.

All our spa breaks are inclusive of dinner, bed and breakfast in a choice of luxury rooms. In addition, you will receive complimentary access to our Health Club for the duration of your stay.



RESORT SPA BREAK

1 Night Spa Break

Take a short 1 night Spa break with us and you'll enjoy dinner, bed and breakfast, with a 3 hour Thermal Journey and unlimited Health Club access. Choice of rooms available.

Saturday night is a minimum 2 night stay

WINANDER CLUB SPA BREAK

2 Night Spa Break

Enjoy a 2 night Spa break in the Winander Club which offers exclusivity with a sense of personal service. Dinner on both nights, bed and breakfast with a 3 hour Thermal Journey and unlimited Health Club access. Choice of rooms available.

CALL 0333 2203 105 OR VISIT OUR WEBSITE
TO BOOK YOUR BREAK



WINANDER CLUB

Introducing the newest experience to Low Wood Bay Resort & Spa.

Stylish living set over three floors, the Winander Club offers exclusivity with a sense of personal service, alongside the many amenities of the Resort.

With 29 bedrooms and suites, a lounge, bar and rooftop terrace, the Winander Club experience really is taking your Low Wood Bay stay to the next level.



SPA TREATMENTS

Head to toe relaxation and revitalisation for both women and men, individuals and couples. Specialist pre-natal and post-pregnancy treatments for new mums, and recovery treatments using accredited oncology touch therapy for those facing a journey back to health.

BERRY & BIRCH

Our Signature range of exclusively designed skincare products and treatments are distinct and individual. That means the treatments we offer will always be a completely tailor-made experience, catering for every skin type, skin condition and stage of life.

Berry & Birch ingredients are 100% natural – you won't find any synthetics, parabens or skin irritants here. Each product is blended from essential oils containing vitamins, antioxidants and skin-nurturing ingredients, designed to leave your skin feeling soft and nourished.

BODY

Berry & Birch Tailor-Made
30 minutes £50
60 minutes £75
90 minutes £105

A bespoke approach to massage. You are in charge here. Choose the length of your treatment when booking, then in your consultation with your therapist, choose which areas you would like to focus on. We select the body oil that best suits your needs and discuss the type of pressure you would like from deep, medium to light.

Berry & Birch Scrub Fresh
60 minutes £75

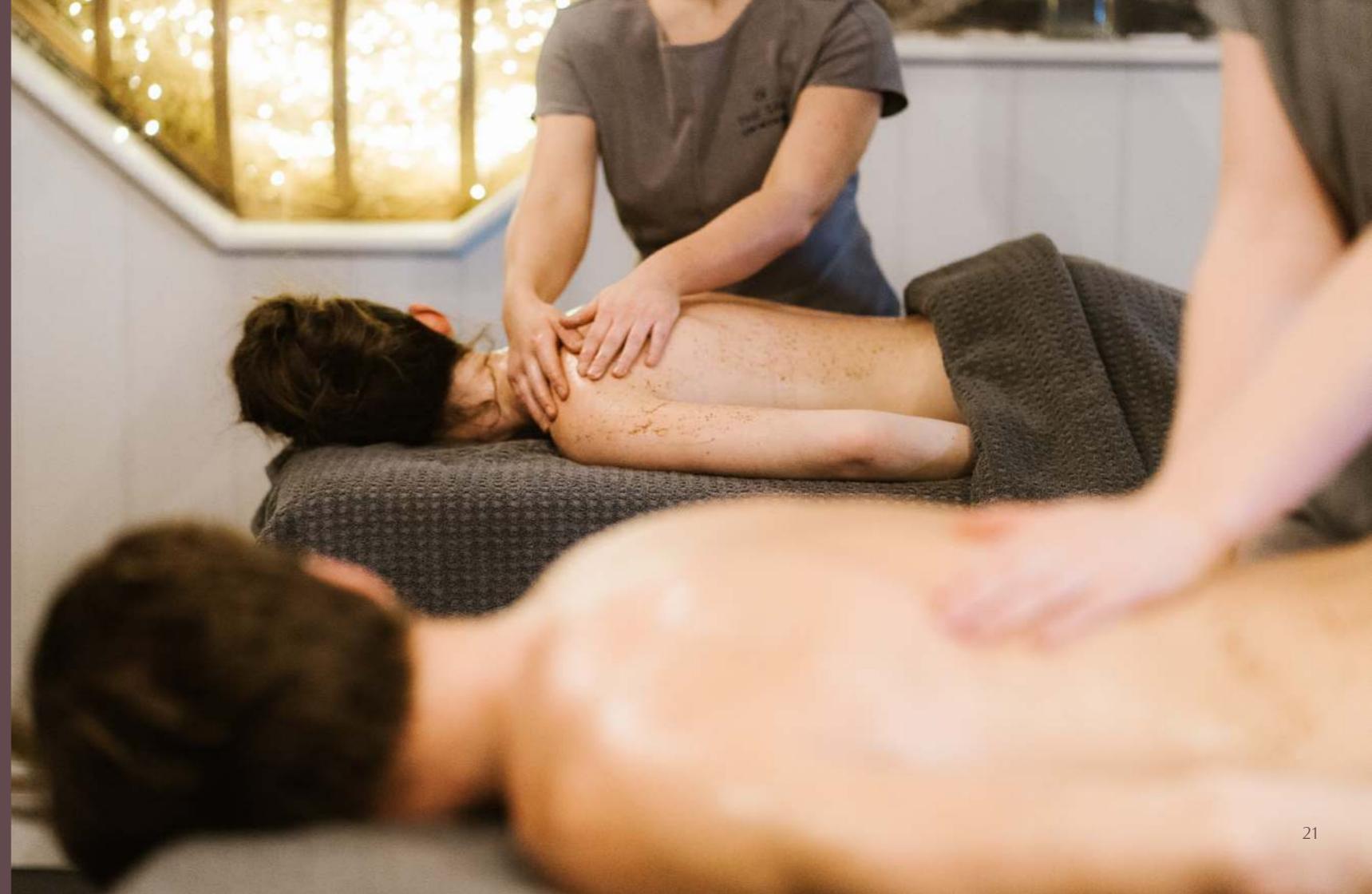
Himalayan salt body scrub. Warm oil massaged into your skin, leaving it smooth and hydrated. Followed by a facial cleanse, tone and exfoliation with 100% natural products. A facial pressure point massage completes your relaxation, leaving you feeling refreshed and revitalised.

Berry & Birch Body Melt
90 minutes £85

A full body scrub, before being cocooned in a nourishing oil melt, leaving skin soft and hydrated. The treatment is completed with a mini facial for ultimate relaxation and visible results.

Berry & Birch Head to Toe
60 minutes £75

Back, face, scalp and feet massage with deep, slow techniques to release tension and aid relaxation. A nourishing hair mask is applied and feet are wrapped in a deeply penetrating foot mask. We help you choose the body and facial oils that best suit your skin type for a head to toe glow.





FACE

Berry & Birch Classic Face
60 minutes £75

Facial cleanse, tone, exfoliation and application of a botanical face mask. Choose between scalp or hand and arm massage to complete this relaxing treatment.

Berry & Birch Ultimate Face
75 minutes £95

Facial cleanse, tone, exfoliation and application of a botanical face mask. Face, scalp, foot and arm massage will make you feel like a new you.

HANDS & FEET

Berry & Birch Total Pedicure
60 minutes £45

Feet are cleansed, buffed, exfoliated and soaked followed by a lower leg and foot massage. Nails are treated, filed and polished. A concentrated cuticle oil completes this foot treatment.

Berry & Birch Total Manicure
60 minutes £45

Hands are cleansed, exfoliated and massaged. Nails are filed and polished with your chosen colour. Nourishing cuticle oil finishes the total treatment manicure. Perfect for a special occasion or just for you.

For additional hand and feet treatments, please see page 35.

BERRY
&
BIRCH





ESPA

ESPA is an inspirational brand combining health and beauty and offering a more holistic approach to skincare. Only the purest and most natural ingredients are used and carefully blended by highly trained dermatologists and aromatherapists. The results deliver both instant benefits and protect the long term health and beauty of your skin.

BODY

ESPA Iconic Triple Treatment
90 minutes £105

Targets three key areas for ultimate relaxation and rejuvenation. Back exfoliation and massage followed by a personalised facial and deep relaxing scalp massage.

ESPA Hip & Thigh
60 minutes £75

A deep detoxifying massage using marine extracts and specialised techniques. These target cellulite, fluid retention, uneven skin textures and tones.

ESPA Muscle Reviver
45 minutes £60

Deeply soothing, condensed, stress-relieving back, neck and scalp massage for those suffering from muscle strain or tension-related headaches.

ESPA Personalised Massage
30 minutes £50
60 minutes £75
90 minutes £105

Revive your body with this relaxing massage. Working swiftly and deeply where you need it most. A traditional Swedish massage with pure, nourishing oils which boost circulation, alleviates tight aching muscles and awakens the body from top to toe.





FACE

ESPA Lift & Firm *90 minutes £105*

Deep cleanse, Lift & Firm Mask and a relaxing scalp massage. Tri-Active® ingredients combined with specialist facial massage lifting techniques helps stimulate collagen production and combat the signs of ageing. Immediate visible results.

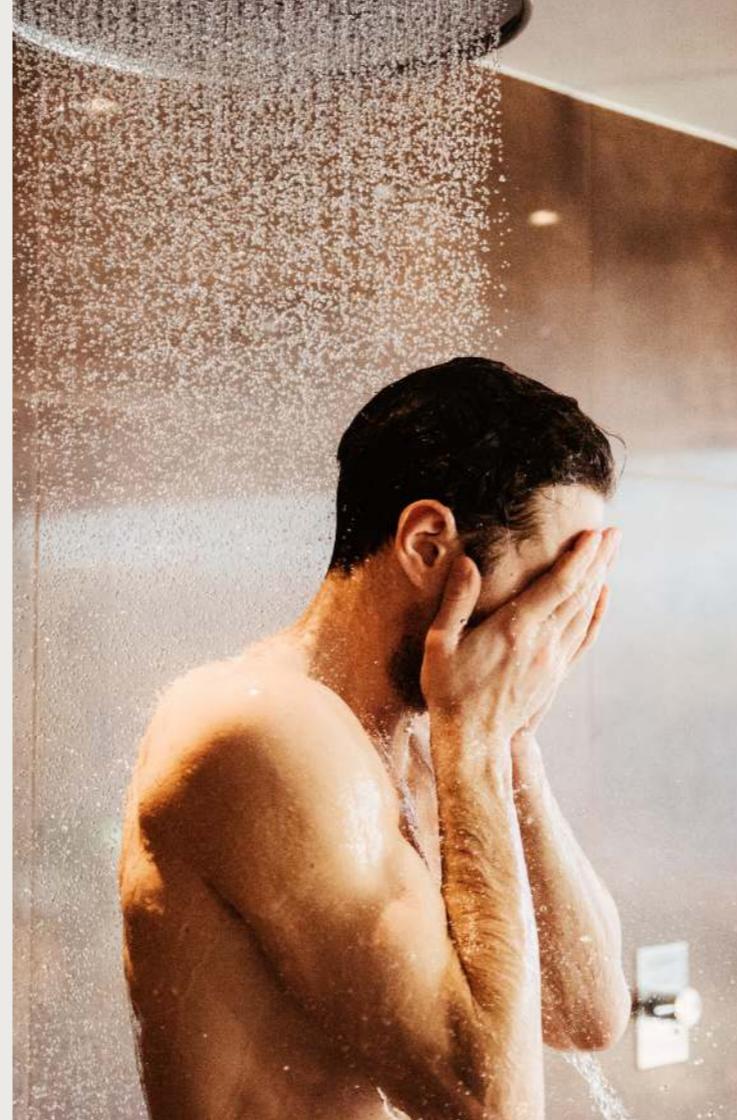
ESPA Advanced Skin Radiance *90 minutes £105*

Deep brush cleanse, Skin Radiance Mask followed by a facial massage. A second mask then helps lift and smooth your skin ready for an application of concentrated serum, leaving your skin supple and radiant.

ESPA Natural Facelift *90 minutes £105*

Reveal visibly resilient, healthy looking skin. This specialised facial is the complete approach to skin health using cutting edge pre and probiotic technology. This is combined with the same benefits of physical exercise to detoxify, invigorate, sculpt and relax. Powerful age defying techniques inspired by Japanese Kobido massage, along with stimulating Jade rollers, give instant results leaving the skin firm lifted and beautifully radiant.

ESPA



ESPA Optimal ProFacial *60 minutes £75*

Deep brush facial cleanse. Facial treatment mask with the pioneering ESPA Optimal skin product range. Face and gentle eye area massage, hand and arm exfoliation. Lifts facial contours and hydrates.

ESPA Re-Hydrator *60 minutes £75*

Triple cleanse, nourishing massage and deeply hydrating mask. Relaxing scalp massage. Leaves your skin smooth and feeling youthful.

ESPA Purifying *60 minutes £75*

Triple facial cleanse and exfoliation. Facial massage followed by a purifying mask. Essential Tea Tree & White Thyme oils are used to soothe and calm your skin, encouraging a clearer and more balanced complexion. Ideal for oily, congested and problematic skin, or for those suffering with hormonal imbalance.



RECOVERY TREATMENTS

When you, or someone you know, is ill or suffering a long-term medical condition, it may be a lonely and perhaps an overwhelming journey. Medication, whilst combatting the illness, can have a detrimental effect on skin, nails, hands and feet. Our Spa therapists are fully trained in massage and facials for those who are going through such a journey. Globally recognised oncology therapy experts Jennifer Young and Beauty Despite Cancer have provided us with accredited oncology touch therapy training.



JENNIFER YOUNG

BODY

Berry & Birch Tailor-Made Massage
30 minutes - £50
60 minutes - £75

Together we select the body oil that best suits you. We use light touch techniques, perfect for relaxation and muscular tension.

FACE

Berry & Birch Classic Face
60 minutes £75

Facial cleanse, tone and application of botanical face mask which is then massaged into the face. Choose between scalp or hand and arm massage to complete this relaxing treatment.

MANICURES

Berry & Birch Total Manicure
45 minutes £40

Hands are cleansed and massaged. Nails are filed and polished with your chosen colour. Nourishing cuticle oil finishes the total treatment manicure. Perfect for a special occasion or just for you.

PEDICURES

Berry & Birch Pedicure
45 minutes £40

Feet are cleansed and soaked, followed by a lower leg and foot massage with our Nourishing Oil Melt. Nails are treated, filed and polished. A concentrated cuticle oil completes this full-works foot treatment.

PADDLERS FOR LIFE

Paddlers for Life is a UK Charity for cancer survivors and their supporters. It is a Charity close to our hearts with our members, guests and team members taking part in the annual Dragon Boat Race at Low Wood Bay. £5 of every Recovery Treatment sold is donated to Paddlers for Life, supporting the wellbeing of those with experience of cancer. Charity Commission No 1121539.



BABY ON BOARD

After the first three months of pregnancy, it's time to think about you. Top of the list is making sure that we create a space for you to relax and unwind. We will ensure you have a comfortable lying position which will optimize oxygen and blood flow. Come and have a chat with our specially trained therapists who will create a personalised series of prenatal body treatments. All designed to ease tired bodies and leave you relaxed and refreshed.

Baby Berry & Birch Massage *30 minutes £50*

Start your treatment with a heated foot clense, followed by a relaxing back, neck and shoulder massage designed to relieve any achy muscles.

ESPA Baby-and-Me Massage *60 minutes £75*

Gentle back exfoliation. Soothing body massage targeting areas prone to tension during pregnancy. A scalp massage completes your relaxation.

ESPA Baby Booster Facial *60 minutes £75*

Triple cleanse, nourishing massage and deeply hydrating mask with a relaxing scalp massage. Leaving your skin smooth and feeling youthful.

NOW THE FUN BEGINS

Your baby arrives and it's now time to treat yourself. A little bit of 'me time' makes a world of difference. Postnatal massages can help boost energy levels, tone and firm skin and improve the quality of sleep.

Berry & Birch, Just Me Massage *30 minutes £50*

Relax and unwind while your therapist applies a heated towel to your neck and shoulders to warm up those aching muscles. A deeply nourishing massage targets those areas you didn't even know were tense.

ESPA Back-to-Me Massage *60 minutes £75*

Gentle back exfoliation. Relaxing massage targeting circulation, muscle tone and postnatal muscular tension. This is followed by a relaxing scalp massage.

Excellent for stress reduction and designed to promote relaxation, reduce stretch marks and help towards a well-deserved good night's sleep.





MEN IN MIND

Now is the time to admit that for too long women have had the biggest slice of the health, beauty and grooming pie. We'd like to redress that balance.

Many of the Berry & Birch treatments already mentioned are geared towards both men and women. In addition, here are a few recommendations from our Men in Mind range.

FACE

ESPA Re-Hydrator
60 minutes £75

Triple cleanse, nourishing massage and deeply hydrating mask. Relaxing scalp massage. Leaves your skin smooth and feeling energised.

Berry & Birch Ultimate Face
75 minutes £85

Facial cleanse, tone, exfoliation and application of botanical face mask. Face, scalp, foot, hand and arm massage will make you feel like a new you.

ESPA Purifying
60 minutes £75

Triple facial cleanse and exfoliation. Facial massage followed by a purifying mask. Essential Tea Tree & White Thyme oils are used to soothe and calm your skin, encouraging a clearer and more balanced complexion. Ideal for oily, congested and problematic skin.

BODY

Berry & Birch Scrub Fresh
60 minutes £75

Himalayan salt body scrub. Warm oil massaged into your skin, leaving it smooth and hydrated. Followed by a facial cleanse, tone and exfoliation with 100% natural products. Completed with a facial pressure point massage which leaves you feeling totally refocused.

Berry & Birch Body Melt
90 minutes £85

A full body scrub before being cocooned in a nourishing oil melt leaving skin soft and hydrated. The treatment is completed with a mini facial for ultimate relaxation and visible results.

Berry & Birch Head to Toe
60 minutes £75

Back, face, scalp and foot massage with slow techniques to release tension and aid relaxation. A nourishing hair mask is applied and feet are wrapped in a deeply penetrating foot mask. We help you choose the body and facial oils that best suit your skin type to leave you feeling completely invigorated.

EXPRESS TREATMENTS

Beauty on the go. It's not always possible to spare the time for a whole day in The Spa, but we can usually find time for an express treatment or a 'needs must' in The Snug.



FACE

ESPA Personalised Express Facial

30 minutes £40

After consultation, your therapist will select the most suitable facial for your skin type.

BODY TREATMENTS

A range of body treatments and massages designed for optimal therapeutic benefit around your specific requirements.

ESPA Shoulder, Neck & Scalp Massage

30 minutes £40

Focusses on key areas of tension using a body oil chosen for your specific needs.

ESPA Back, Neck & Shoulder Massage

30 minutes £40

Uses specific targetted massage techniques to address any areas of concern.

ESPA Salt & Oil Scrub

30 minutes £40

A skin softening body exfoliation combining sea salt with essential oils.

Berry & Birch Sports Massage

30 minutes £50

60 minutes £80

90 minutes £110

Proven to be effective in the recovery from hard work and hard play. Increases blood flow, aids drainage of toxins and mobilisation.

THE
Snug



NEEDS MUST

Tinting

Eye Brow Tint	£15
Lash Tint	£15
Lash & Brow Tint	£25

Waxing

Eye Brow Wax	£15
Full Leg Wax, incl Bikini	£35
Full Leg Wax	£28
Half Leg Wax	£22

Manicures

Simply File & Polish Hands(30 min)	£25
2-in-1 File & Polish Hands & Feet(60 min)	£40
Total Manicure(60 min)	£45
Gel Removal(15 min)	£15
Shellac Hands(45 min)	£30

Invigorating Foot Treatment

30 Min £38

A revitalising treatment that helps reduce puffiness and soothes aches & pains.

The treatments listed above do not include use of The Spa facilities

GDL - Gravity Defying Lashes

60 minutes	£47
Say goodbye to the traditional lash perm with the new and improved lash lift. Gravity Defying Lashes lift and extend the lashes, straightening them at the root for an instant fuller effect and high impact look.	

Pedicures

Simply File & Polish Toes(30 min)	£25
Total Pedicure(60 min)	£45
Gel Removal(15 min)	£15
Shellac Feet(45 min)	£30
Shellac Application inc. Removal (60 mins)	£40

LOVE THE FOOD YOU LOVE

We hope you realise by now that your time at our Spa is all about you. When it comes to dining we have a variety of options available. From super-food salads to juicy steaks, there is something for everyone.

Your SpaTender is never far away throughout your day and will be happy to take your order.



A Spa Day isn't complete without a touch of food indulgence. You could choose our delectable afternoon tea treats, or opt for a 2 course lunch cooked over the hot embers of our woodfired grill at Blue Smoke on the Bay. Either way, we know this will be one of the highlights of your day.

From delicate patisseries, freshly baked scones with lashings of jam and clotted cream, to mouth-watering salads, fish dishes and steaks from the grill. Our team will help you carefully plan your day to include your choice of dining experience.



BLUE SMOKE
ON THE BAY



HOW TO SPA.... LOW WOOD BAY STYLE



BOOK YOUR DAY

Contact Details

Call us, email us or come visit us. Our Spa team are on hand between 9am and 8pm daily to answer your queries and help with your booking.

Telephone: 015394 39303
Email: spalwb@englishlakes.co.uk

Payment

Please book your Spa Day well in advance to avoid disappointment. Full payment is required at the time of booking by credit/debit card or a valid gift voucher number. Additional treatments and any other goods or services must be paid for prior to departure. All bookings are subject to availability and our 'cancellation policy'. All prices include VAT and are per person, unless otherwise stated.

Spa Gift Vouchers

Please ensure that you bring your redeemable gift voucher with you to present on arrival. If full or part payment for your visit is by gift voucher, this will become void if you fail to arrive. All other cancellation charges are shown under our 'cancellation policy'. However, we will be pleased to hold the balance of the value of the voucher for future use. Please note that all Spa gift vouchers have a 12 month expiry from the date of issue. Any extensions must be requested no less than 14 days prior to the expiry date and in such cases an administrative fee of £10 will apply. A further 3 months validity will be applied. Gift vouchers cannot be refunded or exchanged for cash. The Spa gift vouchers may only be redeemed against Spa Days, treatments or products.

About Your Health

Kindly advise us of any health conditions, allergies, medication or injuries that may affect your choice of Spa Treatments when making your reservation. Our Spa team will be happy to discuss any special requirements you may have and advise which treatment will be most suitable for you.

Pregnancy

We have specially designed Spa treatments for expectant and nursing mothers. Please allow our Spa team to guide you in selecting which treatments are most suitable for you during this special time. We do not recommend you use the Thermal Journey or Hot Tubs during pregnancy. If you are in any doubt about having a treatment during your pregnancy, please ensure you check with your GP prior to making your reservation.

Age Requirements

The minimum age requirement for Spa treatments or use of our Spa facilities (indoor and outdoor) is 16 years.

Group Bookings

The Spa is a place of relaxation and enjoyment for all and we know that some of the most memorable Spa experiences are with a group of friends. To provide the best possible experience for all, we limit all group bookings to a maximum of 12 persons at any time, unless hired for exclusive use.

Our Therapists

The Spa has both male and female Spa therapists. Please advise us at the time of booking if you have a preference. We may not be able to change your therapist on the day.

HELP US HELP YOU GET THE BEST FROM YOUR SPA EXPERIENCE

Arrival Times

We would advise that you arrive 15 mins prior to your first Spa treatment to allow sufficient time to check-in, change into your robe, complete our therapist consultation and allow our team to familiarise you with The Spa. As a courtesy to all our guests, we do operate a prompt appointment schedule. A late arrival may mean that your treatment time is reduced or that we are unable to honour your booking. Please note in such cases no refunds will be given.

What to Bring and Wear

For your comfort, towels, footwear and robes are provided for use during your day. Hotel guests are welcome to arrive in their bedroom robe and slippers.

Robes and towels remain the property of The Spa and are fitted with discreet security tags. Our luxury robes may be purchased at the end of your visit if you wish to take these home. Please bring appropriate swimwear if you intend using the indoor or outdoor thermal experiences and swimming pools.

Electronic Devices

We want you and fellow guests to embrace your surroundings, relax and enjoy some down-time. For your convenience Wi Fi and charging points are available in the Spa, but we ask that you mute your electronic devices and refrain from taking calls. Filming and photography is not permitted in the changing areas. The use of electronic smoking devices is not permitted within any of the inside or outside Spa areas.

Valuables/Lockers

Lockers are available for your personal use during your visit. No responsibility can be accepted by the Company for the safety of money, valuables or personal belongings brought to the Spa, whether placed in a locker or not. If you do bring valuable items, it is essential that they are covered by your own insurance. The Company will not be liable, under any circumstances whatsoever, for damage, injury or consequential loss, however caused, to our guests, their property and belongings, unless it is solely due to negligence of the Company or its employees.

Prices and Packages

These are subject to change without notice.

The Spa and The Snug treatments do not include access to indoor

and outdoor Thermal Spaces or the Health Club facilities

Drinks advice

Hot and cold beverages including alcohol (over 18s only) may be purchased and consumed in and around the Spa. We request that you show full consideration towards the associated health and safety risks, as well as your fellow guests and our staff at all times, and refrain from excessive, noisy or disruptive behaviour. For your safety and others, we reserve the right to refuse you alcohol or entry to the Spa if the need arises.

Dietary Requirements

We are more than happy to plan and cater for dietary requirements as long as you take time to notify us at the time of booking and in advance of your arrival.

Hotel Guests

Any hotel guests booked onto a package, including Spa treatments are kindly asked to contact the Spa team by phone or via email to book their time slot. Low Wood Bay Resort & Spa will not accept responsibility for guests failing to do so. Times are always subject to availability.

Please be advised that the Spa can fill quickly so we advise all guests to book as far in advance as possible to secure their space in the Spa. We may not be able to provide last minute availability. The Spa cancellation policy applies to all bookings made.



BEST LAID PLANS CAN CHANGE

Cancellation Policy

We appreciate that not everything goes to plan all of the time, and wherever possible we will do our utmost to accommodate your circumstances. However, to avoid disappointment, please be aware of the following terms which apply to all bookings.

Non arrival without notice:
Full payment

Cancellation within 7 days of arrival date: Full payment

Cancellation between 7 and 30 days of arrival date: 50% of payment

Cancellation with more than 30 days before arrival date: 25% of payment

Adverse Weather Conditions, Breakdowns

For Health and Safety reasons we may decide to restrict the use of our outdoor facilities due to adverse weather conditions. These, along with any mechanical or electrical breakdowns on the premises, are usually beyond our control, although we will try to reconvene services as soon as possible. No refunds will be given in such instances.





THE SPA
LOW WOOD BAY

The Spa, Low Wood Bay, Ambleside Road, Windermere LA23 1LP

T: 015394 39303

E: spalwb@englishlakes.co.uk

W: spalwb.co.uk

[#LowWoodBay](https://www.instagram.com/lowwoodbay)