

THE AQUA VITAE SPA AT MATFEN

RESIDENT AQUA VITAE COVID POLICY

Arrival at Aqua Vitae

- If you feel unwell or have displayed symptoms in the last 7 days please do not attend Aqua Vitae, stay at home.
- If you have been contacted by track or trace or if anyone in your household feels unwell or has displayed symptoms in the last 14 days please do not attend Aqua Vitae, stay at home.
- Please arrive 5 minutes before your session is due to start and wait on the 'Please wait here' dot by the Hotel Aqua Vitae Entrance.
- For all treatments please arrive wearing a facemask.
- All residents must check in at Aqua Vitae reception before going to their designated area, please form a socially distanced queue at the Hotel Aqua Vitae entrance using the distance spots as a guide.
- The doors will be opened 5 minutes before the session starts.
- Residents must sanitise their hands before entering the site.

Treatments

- For all treatments please arrive wearing a facemask.
- Your therapist will collect you from Aqua Vitae reception.
- Upon arrival at the treatment spa you will be asked to complete a track and trace document and your temperature will be taken.
- Your therapist will escort you to your treatment room for your treatment.
- At the end of your treatment your therapist will escort you back to the treatment reception.
- Please exit into the Spa garden and follow the one way system back to Hotel reception.

Pool

- Pool sessions are 1 hour and 30 minutes and must be pre-booked; changing time is included within this time so please keep this to a minimum.
- Please arrive 5 minutes before your session is due to start and wait on the 'Please wait here' dot by the Hotel Aqua Vitae Entrance.
- Please arrive beach ready with your swimsuit under your robes.
- Towels will not be provided, please bring the pool towel (white with three blue stripes) provided in your room.
- Please ensure you bring a water bottle as cups will not be available from the water coolers.
- All users must shower before entering the pool.
- Hotel guest will enter the pool through the changing rooms as instructed by Aqua Vitae reception and exit via the Somerville exit.
- Lockers will not be available so leave all valuables in your room.
- Chairs will be positioned around poolside for hotel residents to place their robe and towel, whilst they are using the Aqua Facilities. One chair per person or household.
- There is a one way system in place around the pool to maintain social distancing.
- Swimming will be allocated to 3 swim lanes to maintain social distancing.
- Use of the swim lane must be booked in advance by calling Aqua Vitae reception, the swim lanes can be used for a 40 minute slot within the pool sessions.
- Swim lanes may be shared by two people one starting either side of the pool or one household only.
- Please form a socially distanced queue to the left of the main pool steps, ladies changing side, on the 'please wait here' dots and wait for your swim session to start.
- Swim lanes will be allocated based on arrival order starting with the lane furthest from the steps first, finishing with the lane closest to the steps.
- A common sense approach will be used and if demand is low, people can use the swim lanes for longer, this will be monitored and allocated on the day.
- At the end of the 40 minute session please vacate the swim lane, starting with the person closest to the steps and exit to the left following the one way system around the pool past the Juice Bar steps.
- Following your swim session you may leave to get changed or continue to enjoy relaxing by the pool on a lounge or in the Jacuzzi.
- For the second swim session, an announcement will be made 5 minutes before the first swim session is due to finish. Please form a socially distanced queue to the left of the main pool steps on the 'please wait here' dots and wait for your swim session to start.

- The participants of the first swim session then exit the pool to the left towards the gents and follow the one way system around the pool to the loungers.
- The Jacuzzi can be used by one member or one household for one rotation, the area must then be vacated to allow all users an opportunity to use the facility. If no-one is using the Jacuzzi you may use it on more than one occasion.
- There are six loungers available to relax by the pool, please be mindful of other users.
- Reserving loungers by putting towels on them etc. will not be allowed.
- Children will be allowed in the 13:30 and 15:30 session only, this will be reviewed on a regular basis. Children under 2 years will not be counted in the capacity headcount.
- An announcement will be made 5 minutes before the end of your session advising you to prepare to leave.
- Please dry off using your towel on poolside and put on your robe.
- Exit from the pool area will be through the door beside the Jacuzzi and make your way back to your hotel room.
- 30 minutes at the end of each session has been allocated for fogging and additional cleaning.

Gym

- Gym sessions are 1 hr.
- Please arrive ready for your workout.
- Please ensure you bring a water bottle as cups will not be available.
- Keep personal items to a minimum as lockers and changing rooms will not be available.
- Towels will not be provided and sweat towels are not to be taken onto the gym floor.
- Once you have registered at Aqua Vitae Reception follow the one way system to the gym.
- The gym has been set up to maintain social distancing at all times, please respect the guidelines.
- Please sanitise all equipment before and after use using the sanitising wipes provided.
- You will receive a push notification 5 minutes before your session is about to finish advising you that your session is coming to an end.
- At the end of your session please leave promptly via the gym fire exit.
- Follow the one way system to the car park and enter back into the hotel through the main hotel entrance.
- 15 minutes at the end of each session has been allocated for fogging and additional cleaning.

Group Exercise

- Please arrive 5 minutes before your session is due to start and wait on the 'Please wait here' dot by the Hotel Aqua Vitae Entrance.
- Please arrive ready for your workout.
- Please bring a full water bottle to ensure you keep hydrated as water will not be available.
- Keep personal items to a minimum as lockers and changing rooms will not be available.
- Please leave bags and valuables in your room.
- Please bring your own mat.
- Towels will not be provided and sweat towels are not to be taken into group exercise marquee.
- Once you have registered at Aqua Vitae Reception follow the one way system and use the exit to the spa garden.
- Follow the directions to the marquee site; please follow signs to the marquee entrance.
- Workout spaces will be indicated and the spaces will be allocated based on arrival order at the marquee, starting with the furthest space and finishing with the space closest to the entrance.
- Classes that use equipment, the equipment will be set out ready for you to use.
- Sanitising wipes will be available please sanitise all equipment before and after use.
- Please maintain social distancing at all times.
- Exit and follow the one way system to the car park and enter back into the hotel through the main hotel entrance.
- 15 minutes at the end of each class has been allocated for fogging and additional cleaning.