



FAQS

Q. What days are treatments available?

A. Treatments are currently available every day.

Q. How can I check availability and book?

A. You can book online via our website www.gentinghotel.co.uk, or by calling 0121 273 1000 (Monday – Friday 8.00am-5.45pm, Saturday 9.00am-4.45pm, and Sundays 10.00am-5.45).

Q. What is the dry floatation experience and what happens during the experience?

A. A relaxing, weightless experience to give the illusion of floating in water, the 25-minute tranquil experience relieves any pressure and tension on your muscles and joints to allow for optimal relaxation worth the equivalent of 8 hours sleep. Please note that dry floatation is not available as a prenatal experience.

Q. What spa access is included with each hotel room type?

A. Signature rooms – access is subject to availability between 7am-10am & 6pm-9.45pm daily.
Superior rooms and suites – access is subject to availability during spa opening hours.
Hotel guests will also receive robes and slippers on entry to the spa when also booking a spa treatment.

Q. What time do I need to arrive?

A. You will be advised of your arrival time at point of booking, we recommend arriving 15 minutes prior to any treatments to allow time to complete your consultation form as any late arrivals may run into your treatment time. Due to our capacity, there is limited waiting space at Santai Spa so there is no availability to wait for longer periods between treatments and spa access times. We advise booking these as close together as possible.

Q. Are children allowed in the spa?

A. Access to the facilities including the changing facilities, spa, pool, heat experiences and gym is restricted to over 18's.

Q. Do you accept treatment bookings on the day?

A. We do accept same day bookings but these are subject to availability, so we always advise guests to book ahead.

Q. Is there a limit on the number of guests allowed to visit in a group?

A. Group bookings are available for up to 8 guests.



Q. Can you get food and drink within the spa?

A. Food, drinks and alcohol are not available within the spa. Tea, coffee and water is available free of charge throughout the spa. Afternoon tea is available as part of our spa day experiences at Sky By The Water along with a whole host of bars and restaurants within Resorts World.

Q. What is the cancellation policy?

A. You must cancel a minimum of 48 hours prior to arrival in order to receive a full refund.

Q. Do you have lockers to store my belongings?

A. Yes, there are lockers available in the changing rooms, you will be provided with a key at reception for use during your visit.

Q. I have some health considerations, what should I do?

A. Please notify a member of the team of your condition prior to booking your treatment and we will be able to advise you on the best options that best suit your needs.

Q. I'm pregnant, what options are available?

A. There are a number of treatments available to those who are expecting including any of our facials, an express back, neck and shoulder massage and our invigorating foot massage. Treatments are only available after 12 weeks. The Dry Floatation Experience is not available for those expecting. Ask a member of our team for further information.

Q. When do I need to pay for my treatment?

A. Full payment is required to secure your booking.

R. What does each treatment include?

A. See overleaf for our complete treatment descriptions.



SPA TREATMENTS

Back, Face and Scalp Massage

Unravel tension, instantly boost your complexion and restore inner calm. Targeted massage techniques combine with a highly-personalised facial and scalp massage helping you to look and feel your very best – restored, de-stressed and beautifully radiant.

Inner Beauty Facial

Tailored to your skin's precise needs, our therapists will create a personalised and results focused facial using Tri-Active™ formulas that work immediately to transform your complexion. Skin looks clear, quenched, and inner calm is blissfully restored. Finished with a tranquil scalp massage.

De-stress Muscle Massage

A classic full body massage treatment that uses Swedish techniques designed to improve circulation, soothe your muscles and create a feeling of relaxation. With instant and lasting results, melt away tension, and leave the body feeling completely revitalised.

Inner Calm Massage

Release tension and nourish your skin with this holistic, ultimately restorative experience. Personalised to your needs, carefully chosen aromatherapy blends relax, cleanse and energise, while advanced massage alleviates muscular pressure, soothes anxiety and invokes profound relaxation.

Express Back, Neck and Shoulder Massage

Ease tension in the back, neck and shoulders with this fast acting, distressing treatment. Personalised to your needs, targeted Swedish massage techniques relax muscles, reenergise the body and calm the mind.

Personalised Express Facial

Personalised to your needs, natural active formulas cleanse, rebalance and hydrate while aromatic essential oils capture your mind with a personalised mask and scalp massage, leaving you looking and feeling relaxed and radiant.

Invigorating Foot Massage

This revitalising treatment for tired feet and heavy legs helps reduce puffiness and soothe aches and pains. The treatment includes a refreshing exfoliation and a deeply therapeutic foot massage. Suitable for those over 13 weeks pregnant.