

THE RANDOLPH HOTEL

The Spa at The Randolph

Where beauty and well-being have no limitations

Spa Etiquette Q+A

When should I arrive to the spa?

Please allow sufficient time prior to your experience to complete a spa consultation form and/or health questionnaire. We recommend that you arrive up to 30 minutes in advance of your treatment so that you can change, relax and enjoy the spa facilities. Please be advised that late arrivals will result in a reduction of treatment time and will be chargeable.

Do you take a deposit to secure my booking? and Is there a cancellation charge?

Full pre-payment is required for ALL spa experiences and spa treatment bookings. Spa treatments must be booked and confirmed with the spa prior to arrival by the guest. Spa experience and spa treatments must be paid in full at the time of booking and cannot be in conjunction with any other offer. Spa experience and spa treatments can be amended or cancelled at no charge up to seven days prior to day of arrival. Bookings cancelled within seven days of arrival will incur full payment.

Do you allow children in the spa?

We do not offer treatments for anyone under 18 years old. Due to the nature of relaxation in the spa this is a child free zone, therefore those under 18 years are not permitted into the spa.

What facilities does your thermal suite have?

Here at The Spa at The Randolph, our facilities are an intimate and perfectly formed space in which to relax and unwind. Perfect for pre or post treatment relaxation or for a twilight spa treat. Our facilities include a hydro-bath, an ice room, a sensation shower, a bio sauna, a rock sauna, an aroma steam room and a classic steam room to prepare mind and body to get the most out of your stay. (Please note that we do not have a swimming pool or gym facility)

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