

## **Aqua Sana**

### **Access for Carers**

If you require assistance to use the Spa Experiences, your carer may enter at no cost. We will also give a guided tour of the Spa to all disabled guests on arrival if requested.

### **Day Spa Visitors Car Park**

For Spa Day Visitors the Car park is very close to the main entrance to Aqua Sana. This includes accessible parking.

### **Cycle Park**

A bike park is situated at the end of the pathway from the lake about 100 meters from the main entrance to Aqua Sana.

### **Entrance & Reception**

The main entrance to the Aqua Sana is accessed by a flight of stairs at the front, a lift on the right hand side of the main entrance or a slope on the left hand side of the main entrance and the front doors are automatic.

A lowered counter is available at the end of the booking desk.

### **Changing Facilities**

A unisex, accessible changing area incorporating shower and separate accessible toilet is available through the changing facilities just before Vitalé Cafe.

For guests requiring assistance from a carer of the opposite sex, please alert staff to this requirement at the

time of booking or arrival at the Aqua Sana and staff will facilitate your access to the changing facilities, e.g. provide assistance with traversing single sex changing rooms.

### **Toilets**

Accessible toilets are provided in the accessible changing facilities above.

There is a toilet in the Spa Area which is bigger than a regular toilet cubicle however this toilet is not fully wheelchair accessible.

### **Spa Experience**

Lighting is subdued throughout the Spa Experiences during the evenings. Some of the experiences contain subdued or no light.

### **Portable Hoist**

A portable hoist is available on request to be used to access the Spa pool.

### **Accessibility**

Certain Spa experiences have restricted or no access for those with limited mobility.

Many of the experiences involve exposure to above ambient temperatures and there may be surfaces within them that are hot which may pose a risk to those who cannot sense changes in surface temperature

Limited access:-

Finnish Sauna

The Laconium

No wheelchair access:-

The Greek Herbal Room

The Turkish Hamman

The Experience showers.

There are also four water beds that can be used if guests are able to self-transfer from their wheelchair.

The reflexology footbaths require the ability to lift legs over a plinth to use.

### **Aqua Sana Treatments**

Some treatments may not be suitable for guests with some medical conditions. A doctor's note may be required. Please see current requirements in the Terms and Conditions of booking. All guests are required to complete a Consultation form prior to treatment.

We do have a range of therapies developed with Made for Life Foundations which are suitable for guests for whom other treatments are not possible. Please discuss your needs at the time of booking.

Lighting in treatment rooms is normally subdued. If you require additional lighting please identify this at the time of booking.

Couches in treatment rooms are adjustable in height and tilt, but will not descend to the floor. Guests must be able to transfer themselves onto couches or must bring a carer

to provide assistance. Showers in treatment rooms are not wheelchair accessible.

## **Vitale Café**

The counter does not include a lowered area. However, staff are able to assist and serve you as necessary.

The patio area is provided with level access.