

Aqua Sana

Located adjacent to Sports Plaza

Access for carers

If you require assistance to use the Spa Experiences, your carer may enter at no cost.

Day Spa visitors car park

For Spa Day visitors transport is provided between the car park and Aqua Sana. If any day spa guests have disabilities, please inform Aqua Sana prior to arrival to allow the accessible minibus to be arranged.

Cycle park

A bike park is situated very close to the main entrance to Aqua Sana.

Entrance and reception

The main entrance to Aqua Sana has double leaf doors (not power assisted) these lead into the reception, sales and waiting area.

Toilets and showers

Accessible toilets are available in both sex changing facilities and a unisex toilet is available within Aqua Sana. Fully accessible showers are also situated within the changing areas.

Changing facilities

Accessible changing facilities are available. These are located in the main single sex changing facilities.

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 Aqua Sana and staff will facilitate your carer's access to the changing facilities with you.

Spa experiences

The spa experiences are located predominantly on a single level. However, there are two steps down to the Lacconium experience, and a ramped route to this experience is also available.

All experience showers have a raised lip of 15cm.

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

A hoist is available (Oxford dipper – maximum safe working load 140kg) to provide access to the external pool, small step to access the outside pool area.

None of the experiences are wheelchair accessible as they will involve heat and steam and will make exposed metal work hot enough to burn.

The reflexology footbaths require the ability to lift legs over a plinth of 520mm to use.

Aqua Sana treatments

Some treatments may not be suitable for guests with some medical conditions. All guests are required to complete a consultation form prior to treatment. If you suffer from any of the following, please consult with your doctor prior to your arrival and obtain written evidence of your fitness to participate in the treatment:

- You are currently receiving radiotherapy or chemotherapy for treatment of cancer.
- You have had surgery in the last three months
- You suffer from heart or circulation disorders, high or low blood pressure, epilepsy or asthma
- You have had a deep vein thrombosis (DVT)
- Illness that causes inability to perspire
- Any complications arising from diabetes, such as neuropathy or vascular disorders

Lighting

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

Couches

The couches in treatment rooms are adjustable in height and tilt, the lowest they can descend to is 40cm above floor level. Guests must be able 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, this is a small unit and staff are able to assist and serve you as necessary.