

# FREQUENTLY ASKED QUESTIONS

**FAQS** Here's a list of some of the most frequently asked questions. If you need more info' call us on 01304 852424 to speak to one of the WalleTT's Team.

Q: What can I do to ensure I get the most out of my Spa experience?

A: Chill out in the spa lounge for at least 5 minutes before your treatment time. Your therapist will collect you from there. You will then be escorted to your own treatment room in the woods outside the spa. (You may need to wear suitable shoes walking on the path if you have delicate feet & if the weather is bad we recommend staying dressed and changing in the treatment room). It is best not to wear wet swimwear to your treatments so please allow enough time to get yourself dry. Drink plenty of water after your treatment and relax.

Q: What do I Wear?

A: You generally remove your clothes for a massage and body treatments, but you are draped with large towels. We would like to ask male clients to wear shorts whilst having treatments. If you are coming for a pedicure, please wear open-toed shoes to allow the nail varnish to dry. In the spa lounge or on the terrace robes and swimwear are fine but if you're going over to the main house please change out of swimwear/robes into normal clothes.

Q: What do I bring?

A: If you're coming on a Spa Day or you're a hotel guest a robe and towel will be provided for your use. Bring swimwear if you plan to use the pool, sauna, steam room or jacuzzi. If you're using our fitness facilities or tennis court please bring exercise wear and trainers.

Q: Are oils used for the Indian Head Massage?

A: Not for the head, oil is only used when massaging the back as a part of this treatment.

Q: What products do we use?

A: Dermalogica for Beauty treatments, OPI for nails, St. Tropez for Tans, Get Fresh

Q: Is the Therma Stone Massage a dry massage?

A: No, oils are used to give the stones a slip.

Q: What is the difference between a Holistic and Aromatherapy massage?

A: Aromatherapy massage is softer, using essential oils. While Holistic body massage is more intense, without oils.

Q: What is included in Total Detox Body mask?

A: Powerful body mask to purify and sooth, followed by a moisturise to finish

Q: How often can an Inch loss Body Wrap be done?

A: A 24 hour gap is recommended, the rest is entirely up to you.

Q: What extra do I get during an hour facial?

A: Steam and massage of the face.

Q: What extra do I get during Luxury facial?

A: Paraffin wax masque.

Q: What extra do I get during Luxury manicure?

A: incorporating a paraffin wax masque

Q: What extra do I get during Luxury pedicure?

A: Spa foot soak, removal of rough skin, file and cut, cuticle work, foot and leg massage and paint with paraffin wax.

Q: What is a Holistic Stone Facial?

A: Treatment that also involves foot and hand exfoliation and massage, using hot stone with concept oils. Hot stones are placed between toes and hand for full holistic approach.

Q: What is body brushing?

A: A Scandinavian technique, to stimulate circulation, good for cellulite!

Q: What is Moisturising body sugar scrub?

A: Exfoliator suitable even for sensitive skin, moisturising effect, good for dry thirsty skin.

Q: What is Total Detox Salt Scrub?

A: Detoxifying salts used to exfoliate, to remove dead skin cells.

Q: What is the Look Better Naked Treatment?

A: This popular spa treatment starts with a salt scrub soufflé to exfoliate the skin, a mask is then applied to the body to detoxify, smooth and combat all the impurities. To finish moisture is put back into the skin using Soy and Algae dry oil spray to maintain a supple silky texture

Q: How long after the St. Tropez tan can we use the pool etc?

A: For St. Tropez air tan treatments, please wear loose garments and note that after your treatment you won't be able to use the spa facilities for at least 24 hours.

Q: I am diagnosed with certain illness, after an operation etc...What treatments can I have?

A: ALWAYS consult your GP before booking the treatments with us.

Q: I am pregnant, what treatments can I have?

A: Consult your GP/Midwife before booking the treatments with us. Pregnancy Safety Policy – No body treatments can be given in the first 12 weeks of pregnancy. Other limited facial and beauty treatments are available but please be sure to inform your therapist of your wonderful condition.

Q: Can I buy a Treatment as a Gift for some one.

A: Yes, Vouchers ranging in value from £20 to £500 are available by phone on 0800 0351628.

**Medical Considerations:**

Please notify your doctor of your intent if you are taking any medication, are under medical supervision for any other treatments. Please notify the therapist. Consultations are treated in the strictest confidence.

**Tedious Small Print...**

Once you have planned the treatments you wish to enjoy, we do advise you to book as early as possible to avoid disappointment – Fridays, Saturdays and Sundays are sometimes booked up many weeks ahead!

Time of treatments are approximate may vary with each individual treatment and may include time for a consultation and/or changing. Spa days must be pre booked and are subject to availability.

Credit Card Details are required to secure a booking for any treatment, a charge may be made in the event of a cancellation within the 24 hour cancellation period. Rates applicable 01/05/07 until 30/04/08. Subject to change by management without notice. Subject to availability.

Gift vouchers are available for use against any treatment, spa day, or product. Gift vouchers are not refundable and must be presented at time of treatment. Cancellation Policy - Should you wish to cancel your appointment, please do so 24 hours prior to your appointment time. Any cancellations made within the 24 hours will be charged 50% of the value of the treatment. Treatment times & prices are subject to change without notification, please check time/price before your treatment with your therapist.

**WALLETT'S COURT**

COUNTRY HOUSE HOTEL RESTAURANT SPA

WESTCLIFFE  
ST. MARGARET'S-AT-CLIFFE  
NR DOVER  
KENT CT15 6EW

TEL. +44(0)1304 852 424  
FAX +44(0)1304 853 430  
MAIL@WALLETTSCOURT.COM  
WWW.WALLETTSCOURT.COM

VAT N<sup>o</sup> UK 397 8827 70  
WALLETT'S COURT  
REGISTERED N<sup>o</sup> 1195826

**PARTNERS** CHRIS OAKLEY,  
LEA OAKLEY, CRAIG OAKLEY,  
GAVIN OAKLEY, JUSTINE OAKLEY  
& WALLETT'S COURT LTD.