



Royale
Retreat
Spa & Hotel

GERMAINE^{DE} CAPUCCINI
ADVANCED PROFESSIONAL COSMETICS



the greatest wealth is health...

WELCOME TO THE ROYALE RETREAT SPA

Royale Retreat is an award winning Beauty Spa and Salon, recently featured on Don't Tell the Bride. Whether you enjoy the latest must-have beauty treatments, have a need to simply come and relax or embody yourself in yoga – the Royale Retreat Spa and Health Club is the perfect place to connect with all your health and wellbeing needs.

Our facilities are in the heart of Royal Tunbridge Wells and we pride ourselves in offering you experiences, that hold true to the areas healing energy and ancient spa heritage. We come fully equipped with a heated pool, steam room, sauna, jacuzzi and infrared sauna. Our team of therapists is always on hand to help make your stay at the spa exquisite.

We specialise in remedial massage and bridal packages, offering everything from infrared therapy to hair and makeup, fitness classes and detoxifying packages.

- 3 Treatment Rooms
- 1 Couples Room
- Sauna
- Infrared Sauna
- Steam Room
- Salt Water Swimming Pool
- Jacuzzi
- Cool Down Area
- Various Classes
- Personal Training
- Yoga, Reiki, Meditation
- Treatments for Men & Women

ROYALE RETREAT HEALTH CLUB MEMBERSHIP

EXCLUSIVE CLUB MEMBERSHIP PACKAGE INCLUDES:

- No joining fee
- An initial one to one induction with qualified Fitness Instructor
- A personal fitness programme (on request)
- Re-assessments with your fitness instructor
- Use of the sauna and steam rooms during club opening times
- 20% discount off fitness classes
- Personal training sessions (additional charges apply)
- Use of the indoor swimming pool during club opening times
- Ongoing dietary, fitness and nutrition advice
- 20% off any Spa Treatments and Spa Days
- 3 month minimum contract
- 2 free classes per month
- Full access to facilities during all opening times
- Free first 30 minute infrared session

MEMBERSHIP RATES:

Full Time Member	Single	Joint
Monthly Direct Debit	£79	£140
Annual Membership	£950	£1596

1 day pass	£25
1 day pass for guests of the Tunbridge Wells Retreat	£10
1 day pass for guest of a member	£10
1 week pass	£49

AFTERNOON TEA

Served at our beautiful Retreat Hotel what better way to complete your spa day than with delicious Afternoon Tea.

Tunbridge Wells Retreat and Spa offers an indulgent and unique atmosphere that is truly unforgettable!

Unlike any Afternoon Tea in the area ours is served and designed by Ex Royal Head Butler to HRH Queen Elizabeth II.

Classic Queen's Afternoon Tea: £17.50 per person
High Tea (with champagne): £21.50 per person

Served in our beautiful garden in Spring and Summer, weather permitting...



TREE OF LIFE YOGA SCHOOL

Yoga is our way of life and this is what we aim to share with our students. In the west, yoga is most commonly associated with the poses (asanas) through gentle or dynamic movement and stretching.

Our style of teaching is deeply rooted in tradition. We teach with emphasis on quality instruction for alignment in asana, and share techniques for pranayama and meditation. We also run regular classes on nutrition, mindfulness, kirtan (chanting), dance, massage, and a comprehensive Yoga Teacher Training Course.

Our studio is your holistic hub...

Located within the prestiged Spa we open for serving the whole community. We welcome everybody; any age, state of health and all levels of experience - from those completely new to yoga to teachers of yoga with backgrounds in various styles.

Our vision is to maintain an open loving community space for all students who are interested in exploring the Yogic Path.

A place where you can come to learn, connect and evolve towards living a truly holistic life. Following this path will lead you to a deeper sense of fulfilment, as well as optimal physical and mental health.



ROYALE RETREAT AQUA CLASSES

AQUA FIT (AQUA AEROBICS)

Aqua Fit class is a high energy and fun fitness class in which you perform a range of aerobic moves in the pool shown to you by our motivational instructors! No matter what your age, ability or experience aqua fit is an inclusive activity suitable for everyone. Our upbeat classes will ensure you are boosting your fitness, getting a top workout, and having a great time!

Aqua Fit classes are ideal for:

- Fat burning and toning the body
- Increasing stamina
- Reducing stress, blood pressure and muscle tension
- Improving muscle strength
- Improving metabolic rate

REVITALISE TWO-IN-ONE DETOX PACKAGE

This unique blend will take you through a revitalising Aqua Aerobics workout to invigorate the body. You will then receive our cutting edge American Tummy Reducer wrap to draw out toxins whilst actively compressing the soft fatty tissues to create instant inch loss and a body sculpting effect. (2 hours total)

1-2-1 Aqua Class:

£40 for members

£60 for non-members

Aqua group classes:

£10 for members

£15 for non-members

ROYALE RETREAT DAY SPA PACKAGES

HARMONY DAY PACKAGE

- 25 min Germaine de Capuccini facial
- 25 min Germaine de Capuccini massage
- 2 hours use of spa facilities

(50 minute treatment time - £85pp)

RICH RELAXATION DAY PACKAGE

- Includes your choice of one of the following 60 minute treatments: Luxury Full Body Massage (Candle, Crystal, Deep Tissue or Turkish) or Relaxing Germaine de Capuccini facial or Advanced Skin Environ facials
- 2 hours use of spa facilities

(60 minute treatment time - £90pp)

HYPNOS RETREAT

Warm oil full body massage and Silk Scalp treatment

Inspired by the Greek God of sleep and designed to enable you to relax and unwind. Your treatment commences with a warm pinda protocol followed by our luxurious Mediterranean Light full body massage. Your experience ends with our Silk Scalp therapy to nourish the scalp and ease tension. Enjoy a room filled with beautiful aromas and glowing light whilst you melt away!

(90 mins treatment time and use of the spa facilities - £130pp)

CHRONOS CHILL OUT TIME FOR TWO

Luxurious warm candle massage for two in our couples suite

Chronos the Greek God father figure of time is a perfect package to share with a partner or loved one. Relax together in our luxurious facilities and enjoy our Mediterranean Light warm candle massage each. Enjoy the benefits as your physical and mental tensions and strains are released leaving you calm and stress-free. (60 mins treatment each and use of the spa facilities £170 per couple)

GROUP PARTY PACKAGES

Royale Retreat is the perfect location for Birthdays, pre-weddings, pamper days and special occasions.

PEARL PACKAGE

- Beauty water and teas throughout the day
- Choice of two 25 minute treatments: Luxury Facial, Back, Massage or Indian Head Massage
- Your skin workshop
- 2 hrs use of spa facilities

From £95pp - Minimum of 6 people

DIAMOND PACKAGE

- Beauty water and teas
- Full Body Massage (1 hour)
- Luxury Facial (30 mins)
- Your skin workshop
- 2 hrs use of spa facilities

From £115pp - Minimum of 2 people

Upgrade any package:
Add bottle of Prosecco for just £15.00
Add Afternoon Tea with sandwiches and cakes at our Hotel for £17.50pp
Add High Tea & Champagne £21.50pp

All packages include 10% off all products bought on the day and 50% off additional treatments booked in advance for the day.

All treatments are with our 5 star brand Germaine de Capuccini and top skin care mineral make-up Jane Iredale.



OVERNIGHT SPA PACKAGES

For the ultimate escape, why not book an Overnight Spa Package. Our partner hotel Tunbridge Wells Retreat hosts our stunning Germaine de Capuccini Spa Suites which provide complete luxury and relaxation.

All overnight packages include breakfast, use of the spa facilities and a selection of premium Germaine de Capuccini products to use throughout your stay.

APHRODITE FOR THE LOVE OF ME

For those seeking a little luxury and 'me' time

On arrival, enjoy a warm full body massage using our rosemary and olive massage candle, preparing you for the perfect night's sleep in one of our Germaine de Capuccini Spa suites. The following morning, return to the spa for our O2 Oxygenating Facial. This therapy prevents the early signs of ageing, leaving the skin looking radiant and more youthful. The perfect 24 hour experience! (£250 for one person per night / £390 for 2 people sharing a double room)

THE OVERNIGHT PACKAGE

Breakfast, use of spa facilities and a treatment of your choice

Stay at our partner hotel Tunbridge Wells Retreat in one of the sumptuous 'Greek God' luxury spa suites. With Germaine de Capuccini products to use freely during your stay, breakfast, full use of spa facilities and a 30 minute treatment of your choice, you'll enjoy the true spa experience. (£190 per person per night / £280 for 2 people sharing a double or twin room)

Choose from one of the following treatments:

- Germaine de Capuccini facial (30 mins)
- Manicure (30 mins)
- Pedicure (30 mins)
- Silk Scalp Therapy (30 mins)
- Energising Leg Therapy (30 mins)

GERMAINE DE CAPUCCINI FACIALS

All of our Germaine de Capuccini facials commence with a relaxing pinda routine, followed by a Japanese Kobido warm towel cleanse.

ROYAL ELIXIR

Provides intense vitality to dull and tired skin

This facial uses the renowned 'Royal Jelly' ingredient which has an excellent anti-stress and oxygenating action, together with Poria Coscos extract, a fungus with extraordinary anti-ageing powers. Skin tone is greatly improved leaving it clear and full of vitality. (60 mins - £75)

O₂ OXYGENATING FACIAL

Preventing the early signs of skin ageing using Oxygen

Based on a complex of active proteins and oxygen to rejuvenate inter-cellular activity to increase the skin's firmness and elasticity. A key ingredient, Life-Cytoxygen, provides stores of oxygen molecules that travel from the skin's surface to the deepest layers, allowing it to recover the optimum levels of oxygen. This therapy literally breathes life back into the skin leaving it rejuvenated and detoxified. (55 mins - £95)

GLYCO FIX

An express anti-ageing therapy for a quick fix

This intense therapy begins with a powerful glycolic peel followed by a carboxy-therapy detoxifying mask to reduce irregularities and congestion whilst minimising open pores. This is followed by Germaine de Capuccini's exclusive lifting massage using the innovative 'Roll and Lift' wand to increase blood flow and give instant lifting results. (40 mins - £55)

AOX PEEL

An innovative anti-ageing peel and facial that addresses the visible effects of skin photo-ageing

Until recently, medical or clinical peels could be aggressive on the skin, causing discomfort and redness. However, the laboratories of Germaine de Capuccini have created AOX peel. So skin which is sensitive can have this treatment quite safely, and this treatment can be taken at any time during the year. (55 mins - £95)

TIMEXPERT LIFT FACIAL *****

A unique facial massage, which uses a precise 360 degree sculpting technique, to lift and firm the facial oval from every angle.

With visible results from the first treatment, the Define Lift treatment is set to revolutionise non-surgical lifting. It's unique approach works on the three essential factors of skin rejuvenation: vertical lifting, lateral lifting and volume. This specialised massage technique is combined with a powerful range of active ingredients to provide unprecedented and immediate results. The volume, density, firmness of the skin is significantly restored. (55 mins - £95)

After 1 treatment volunteers reported*:

Firmer skin	99%
More volumised skin	99%
More defined shape	99%

*Self evaluation test carried out on 111 volunteers aged 35 – 69.



ENVIRON FACIAL THERAPIES

ACTIVE VITAMIN TREATMENT

A results driven treatment using Vitamins

Using the freshest and most active forms of Vitamin A and C, this facial penetrates the deepest layers of the skin to help hydrate, stimulate and normalise the skin. Suitable for all skin types including: Photo-damaged skin, dry skin, oily/combination skin and scarred skin. (60 mins - £75)

ADVANCED VITAMIN TREATMENT

Using Vitamins A and C including a Mini Peel

Using only the freshest and most active forms of Vitamin A and C, this facial results in the greatest penetration of active molecules through the skin which in turn helps to stimulate collagen production, hydrate the skin, reduce pigmentation and scarring, normalise and balance the skin. (1hr 30mins - £90)

THE FROWN TREATMENT

A highly effective alternative to Botox

A special penta-peptide serum is driven deep into the skin to soften lines and reduce muscle tension in the forehead helping to prevent new lines forming. (45 mins - £95)

ACNE SKIN PEEL

Excellent for very oily skin and acne scarring

This peel reduces sebaceous gland activity, bacterial infection and inflammation using Vitamin A. Clients with acne are recommended to have a weekly peel until the acne is reduced. (60 mins - £65)



Environ Derma Roller was developed by Dr Des Fernandez in 1997, the pioneer of using needling for Collagen Induction Therapy (CIT) in order to achieve skin rejuvenation through the activation of growth factors.

COLLAGEN STIMULATION THERAPY *****

A cutting edge treatment to tighten the skin

This advanced treatment that harnesses your body's natural healing powers to tighten skin and address the visible signs of ageing as well as sun damage, scarring, stretch marks, uneven skin tone and dilated blood vessels. Suitable for all skin types.

Initial treatment	£300
Follow on treatments	£200
Course of 6	£900

SPA BODY TREATMENTS AND MASSAGE

AROMATIC MASSAGE

A beautiful massage tailored to your needs

Using a customised blend of aromatherapy oils, this therapy will provide ultimate relaxation.

Choose your blend:

Vitality: Natural skin vitality

Relax: Tranquil body and mind

Active: Absolute lightness / Microcirculation

Svelte: Perfect silhouette

Aqua: Natural moisturising and skin renewal

(25 mins - £45 / 55 mins - £75)

TURKISH MASSAGE

An indulgent oriental body massage using Saffron

A Saffron infused gel is combined with specialised massage movements to provide this unique therapy. A silk foulard is also used to gently stretch the body and release tension instantly helping you to unwind. (55 mins - £90)

MEDITERRANEAN LIGHT

A luxurious body massage with warm candle butter

The Mediterranean Light candle is burned, emitting a wonderful fragrance of Rosemary and Olive. The melted butter from the candle is then poured over the body with a prolonged body massage to ease tension and deeply hydrate the skin. (55 mins - £75)

CRYSTAL HARMONY

An exfoliating massage using extracts of precious stones

Working with an exquisite massage medium containing extracts of Rhodocrosite, Malachite and Diamond to firm and balance the skin. This is combined with a gentle exfoliating powder enriched with Amethyst, Sapphire and Ruby to soften and energise the body.

A collection minerals that corresponds with the 7 different chakra points on the body are also used to provide a highly relaxing holistic massage. (55 mins - £90)

DEEP TISSUE FITNESS MASSAGE

Alleviates muscular pains with essential oils + a 15 minute infrared sauna

Using a heat based massage medium to treat the deeper muscle tissue, this massage helps to alleviate aches and pains whilst stimulating circulation. Ideal for Gym goers. (55 mins - £100)

LIFE SAVING BACK TREATMENT

De-stressing back exfoliation and massage

Enjoy a deep cleansing body brush and exfoliation, followed by a luxurious aromatherapy massage and body mask. This relaxing treatment will leave you refreshed and renewed. (30 mins - £45)



PREGNANCY TREATMENTS

JANUS NEW BEGINNINGS

Exfoliation, massage and leg therapy for Mother-to-Be

A sublime relaxing ritual combining soothing massage movements with prestigious products produced from oil of the organic African Baobab Tree. The beautifully fragrant oils create a nourishing, protective, smoothing and hydrating experience. Your package combines full body exfoliation, massage and concludes with an energising leg therapy. (75 mins - £95)

ENERGIZING LEG THERAPY

Using products containing organic Baobab Tree Oil

This exquisite therapy includes a leg exfoliation and massage followed by an application of Germaine de Capuccini's 'Dreamy Legs' energising moisturiser which contains micro-pigments to even the skin tone. Your legs are left feeling light and refreshed. (25 mins - £30)

SPORTS AND REMEDIAL THERAPIES

FULL BODY SPORTS MASSAGE

Sports massage is a more intense massage treatment aimed at treating the muscles and tissues.

At Royale Retreat we use a powerful combination of techniques to relieve muscle tension, break down adhesions, reduce pain and restore range of movement. Our specialist can use sports massage as an effective treatment for a range of conditions. (60mins - £90 / 75mins - £100 includes infrared therapy to maximise results)

KAMISIMO MASSAGE *****

A Japanese style massage focusing on improving energy flow, physical and mental balance throughout the body.

Using Yoga, Cigun and Taidzi techniques, which are combined in one session. 4 minutes of Kamisimo are equal to 40 minutes of classic massage and 2 hours of Kamisimo are equal to 8 hours of deep. (75mins - £110 includes infrared therapy to maximise results)

ALL REHABILITATION MESSAGES

Include 15mins infrared therapy to maximise repair.

Back, Neck and Shoulder Specialised (30mins - £75 / 60mins - £100)

Sports Leg Massage Specialised (30mins - £75 / 60mins - £100)

Ankle Sprain (30mins - £65 / 60mins - £95)

Thigh Sprain (30mins - £65 / 60mins - £95)

Calf Sprain (30mins - £65 / 60mins - £95)

Sciatica (60mins / £100)

Head Massage (20mins - £65)

HEALING INFRARED SAUNA

Our top of the range Infrared Sauna is the only one of its kind in the area. Providing healing heat much deeper into the muscles and joints than traditional Saunas, it has a number of benefits. (30 mins - £30 or £20 for members)

DETOXIFICATION

Sweating is the body's safe and natural way to heal and stay healthy. Infrared sauna benefits the body by heating it directly causing a rise in core temperature resulting in a deep, detoxifying sweat at the cellular level, where toxins reside.

RELAXATION

Unlike traditional saunas which operate at extremely harsh temperatures, infrared is a gentle, soothing and therapeutic heat that promotes relaxation and improved sleep.

LOWER BLOOD PRESSURE

Infrared saunas induce a deep sweat to make the heart pump faster, which in turn increases blood flow, lowers blood pressure and helps circulation. Scientific evidence shows that using an infrared sauna a couple times a week lowers blood pressure.



ANTI-AGEING AND SKIN PURIFICATION

The near infrared wavelength (sometimes referred to as red light therapy) is the most effective wavelength for healing the epidermis and dermis layers of the skin. Near infrared treatments stimulate collagen production to reduce wrinkles and improve overall skin tone.

CELL HEALTH

Near infrared therapy stimulates the circulatory system and more fully oxygenate the body's cells. Better blood circulation means more toxins flow from the cellular level to the skin's surface to improve cell health, aid in muscle recovery and strengthen the immune system.

WEIGHT LOSS

Studies have shown that benefits of an infrared sauna session can burn upwards of 600 calories while you relax! As the body works to cool itself, there is a substantial increase in heart rate, cardiac output and metabolic rate, causing the body to burn more calories.

PAIN RELIEF

Infrared heat penetrates tissue, joints and muscles to relieve anything from minor aches and pains to chronic pain conditions such as fibromyalgia. Pain management professionals use infrared heat therapy to decrease pain and speed up recovery time.

IMPROVED CIRCULATION

Heating the muscles with infrared rays produces an increase in blood flow similar to that seen during exercise. Regular infrared sauna use—especially in the mid infrared range—can significantly stimulate blood flow up to twice the normal rate.

WOUND HEALING

Scientific research has concluded that near infrared therapy greatly enhances the skin's healing process by promoting faster cell regeneration and human tissue growth. Human cell growth increases to repair wounds and prevent infection.

EXPRESS BODY WRAPS

Our Express Body Wraps combine a unique blend of mineral rich clay and specialist body wrapping techniques to help draw out toxins whilst actively compressing the soft fatty tissues to create instant inch loss and a body sculpting effect.

Your body wrap is combined with our advanced FAR Infra Red Light Therapy. Deep penetrating infrared light warms the muscles, stimulating blood circulation to effectively relieve aches and pains and enhances the results of your body wrap treatment.



UPPER ARM TONER

For those ladies worried about loose and saggy upper arms, this effective treatment works to firm and tone using our specialised mineral rich clay formula together with a bandage wrap. (Single - £65 / Course of 5 - £250)

THIGH BLASTER

A concentrated wrap on the upper thigh where 'orange peel skin' is often a concern. Using a mineral rich clay formula in conjunction with a sculpting bandage wrap, the treatment works to firm and tone the area reducing the appearance of cellulite. (Single - £65 / Course of 5 - £250)

BUTTOCK SHAPER

Sculpt your buttocks into shape with a firming, toning and sculpting buttock wrap. (Single - £99 / Course of 5 - £399)

TUMMY REDUCER

Need a quick fix? Help is at hand with our effective tummy wrap which uses mineral rich clay in conjunction with our bandage wrap to firm, lift and shape the waist and stomach area. Great before the beach and perfect for new Mums! (Single - £99 / Course of 5 - £399)

BUST LIFT AND BACK TONE

For many women as the years take their toll, the chest area can sag, and the area around the back of the bust can appear loose. (Single - £99 / Course of 5 - £399)

ADVANCED TREATMENTS

ACNE TREATMENTS

We offer a range of acne treatments to leave your skin clear and blemish free. All acne healing treatments offered at our Royale Retreat Clinic can be carried out as stand alone therapies or in combination with other acne treatments for maximum benefit. An effective acne combination therapy can include one or all of the following clinically proven treatments:

Environ Skin Peel: A specifically formulated treatment containing glycolic, salicylic and lactic acid to reduce sebum production and dead skin cell build up.

Advanced Nutrition Programme: with Accumax is a totally natural and pain free acne treatment that delivers great results.



TREATMENTS FOR MEN

C+ ENERGY

A vitamin facial and back massage designed for men

Based on a cocktail of plant extracts and vitamins, this package specifically meets the needs of men's skin, often irritated by shaving. Enjoy a Vitamin C facial therapy followed by a 30 minute 'Chi-Zen' relaxing back massage. The perfect way to unwind! (90 mins - £85)

BACK AND SCALP DEEP HEAT MASSAGE

Relieves tension in the back, neck and scalp

Your therapy commences with a deep heat back, neck and scalp massage to help alleviate tension. Continue to relax whilst a silky mask is applied and massaged into the scalp. Finally enjoy a series of stretches to the neck and shoulder area - to leave you feeling stress free. (45 mins - £50)



HAIR AND MAKEUP

OUR MAKEUP ARTISTS

Environ Skin Expert, Maryna is fully qualified and Jane Iredale Make-Up Finalist 2013. Jane Iredale 100% Mineral Make-up effectively and safely covers redness and provides essential sun protection. No fillers, no chemicals, for healthy, radiant and glowing skin!

Our mobile artist, Lydia, has a wealth of experience working for an MBE and 2 time BAFTA winning make-up artist along with studying at London Makeup Academy in Hair, Make-Up and Airbrushing plus a prestigious school in New York.

ALL OCCASION MAKE OVER

Event make-up is tailored to your style requirements such as smokey eye, bold lip, contouring ect. Flawless skin and makeup advice is guaranteed. (from £50 in spa - approx 1hr.)

OCCASION HAIR

£30 - £60

WEDDING SPECIALISTS

Royale Retreat is the perfect place for all your wedding needs. We can provide bridal parties, wedding hair and makeup, venue, pre-wedding treatments and photographers.

Specialising in wedding hair & make-up, with over 200+ weddings Lydia is guaranteed to make you look and feel fantastic on your big day!

Trial Makeup	£40
Trial Hair	£30
Trial Hair & Makeup	£60
Bride Makeup	From £80
Bridesmaids Makeup	£60
Bridesmother Makeup	£40
Wedding Hair	£30 - £60

A mobile service is available at an extra cost.



BEAUTY TREATMENTS

DELUXE MANICURE/PEDICURE

An indulgent treatment using thermal mittens / booties to aid absorption of the products, soften the cuticles, improve circulation and soothe stiff joints. (60 minutes - £45)

MINI MANICURE/PEDICURE

Hands / feet and nails are softened with oils and creams, filed to shape and perfectly polished. (30 minutes - £30)

ARTISTIC GEL NAILS

Manicure (60 mins - £55) / Pedicure (60 mins - £65)
Removal includes file and polish (55 mins - £45)

ENERGIZING LEG THERAPY

An exquisite therapy using products containing organic Baobab Tree Oil. This therapy includes a leg exfoliation and massage, followed by an application of Germaine de Capuccini's energising gel to even the skin tone. (25 mins - £30)



XEN TAN

Xen-Tan Application	£35
Full Body Scrub + Xen Tan application	£65

EYES

Eyelash Tint	25 mins - £18
Eyebrow Tint	10 mins - £12
Eyebrow Shape	10 mins - £12

LASHES

Full Set	£60
3D Lashes Party Look	£99
3D Lashes Infills	£35
3D Lashes Removal	£18

WAXING

Full Leg and Bikini	40 mins - £55
Half Leg	25 mins - £25
Bikini	25 mins - £21
Brazilian	40 mins - £35
Hollywood	45 mins - £45
Underarm	10 mins - £15
Upper Lip	10 mins - £11
Lip and Chin	10 mins - £15
Back or Chest	25 mins - £25
Back and Chest	40 mins - £40

Please note: A patch test is required at least 24 hours before any tinting treatments.

SPA ETIQUETTE

TREATMENT REQUIREMENTS

For body treatments you will be required to undress, however we do ask clients to keep their undergarments on (disposable underwear can be provided if required).

Gowns and slippers are only provided for Spa guests using the swimming pool and heat experiences.

For pedicure treatments, please bring open-toes shoes.

ARRIVAL TIMES

We ask that you arrive at least 10 minutes prior to your scheduled appointment so that you can complete our consultation card.

Please be aware that all treatment times specified in this brochure do include a personal consultation.

Please note that should you arrive late for an appointment, it will result in a reduced treatment time and in some cases could result in cancellation with full charge.

HEALTH CONCERNS

Please inform us at the time of booking if you have a health condition / concerns, or allergies as this may result in your desired treatment not being suitable. Please also inform us when booking if you are pregnant as this may effect your treatment choice. Our reception team will advise you of our guide lines for your safety and comfort.

BOOKINGS AND CANCELLATIONS

We advise you to book as far in advance as possible, although walk-ins are welcome depending on availability. Credit cards are required to secure appointments over £30 and all major credit cards are accepted.

If cancellation is made within 24 hours of your appointment or you do not arrive for your appointment, the full treatment will be charged to your credit/debit card. 7 days notice is required for cancellation of spa packages otherwise the full price of the package will be charged.

ADDITIONAL INFO

No children under 16 years are to enter the Spa

Noise in the spa is to be kept to a minimum

All mobile phones to be turned off during your visit

Anti-social behaviour will not be tolerated

Alcohol /food not permitted

Rinse/Shower before entering any pool facilities

Weekend bookings must be prepaid

Key charge for loss or damage £10

Membership non-refundable

Prepayment non-refundable

GIFT VOUCHERS

Gift Vouchers are available to purchase and redeemable against day programmes and treatments only. These are non-refundable and non-redeemable for cash. Vouchers are valid for 6 months from the date of purchase. Regrettably we are unable to extend the expiry date of our vouchers.



enjoy the
Royale Retreat
spa experience...

Spa Opening Hours:

Monday - Thursday: 7am-9pm

Friday - Saturday: 7am - 7pm

Sunday: 10am - 5pm

Telephone: 01892 512 909

E-mail: spa@royaleretreattw.co.uk

12 Vale Road, Tunbridge Wells, TN1 1BP

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 **Royale Retreat Health Club and Spa**

www.royaleretreattw.co.uk