



Relax in our
LLANGOLLEN SPA

AT THE WILD PHEASANT HOTEL

Plan your visit

HOW TO BOOK

There are 3 ways in which you can book your spa experience with us.
You can contact Llangollen Spa on 01978860629, email us directly on spa@wildpheasanthotelandspa.com or go to <https://www.everbrightgroup-hotels.com/wildpheasanthotel> and follow the spa tab which will show all things spa related as well as a link to book treatments.

We do recommend booking in advance to ensure you get your preferred time and day.
A 50% per person deposit will be taken over the phone to secure the booking. If booking online, we will require you to call within 48hrs of booking to pay the deposit.

Hotel Residents must pre-book their 1-hour complimentary use of facilities directly with the hotel team.

ARRIVAL

We look forward to welcoming you to Llangollen spa. Onsite parking is available.
As you enter the hotel, head towards the spa just on the right, where you will be greeted by a team member.
We ask that you arrive at the spa at the time specified to you upon booking.
When you arrive at the spa, any outstanding balance will be taken, and we will guide you through your day.

WHAT TO WEAR AND BRING WITH YOU

Many people often wonder what to bring and wear on a spa day.
Please bring swimwear if you wish to use facilities.
A towel is provided, and you can hire robe and slippers for £5.

For treatments we advise dry swimwear or underwear to be worn to ensure comfort throughout treatment (disposable underwear is available if needed). Robe, slippers, and towel are inclusive on spa packages.

We are actively looking at ways in which we can make our spa an eco friendly environment.
Some small changes may go a long way. Although we do provide slippers and cups, we encourage the use of personal flip flops and water bottles.

DECORUM

We kindly ask that you keep your phone on silent mode in the spa area.
Please keep noise to a minimum and respects other guests during your day.

CANCELLATION POLICY

Please let us know if you cannot make your treatment booking- at least 48 hours in advance.
Any cancellations made with less than 48 hours' notice will lose the deposit paid at time of booking.

Hotel residents that do not require their complementary spa access slot must cancel within 24 hours or will be charged £5 per person.

Although we will try our very best to accommodate a late arrival, we cannot guarantee that we will have extra time in the day to do this, so treatment/spa time may need to be forfeited and we reserve the right to take full payment.

VOUCHERS

We will need the voucher code and type upon booking, and we ask you bring your voucher with you on the day to be redeemed.

MEDICAL CONDITIONS

The health and safety of our guests is most important therefore we ask that you inform us of any medical conditions as it may affect the treatments you have.

Our highly experienced therapists will be able to advise on treatment options for you to ensure your comfort and optimum wellbeing.

AGE RESTRICTIONS

Anybody under the age of 16 will not be allowed to use spa facilities or have treatments.

FOOD AND DRINK

The restaurant will be open for spa lunch between 12 noon - 5pm, you will be given a time slot that will be allocated prior to arrival.

Any additional items not included in your spa package will need to be paid separately with the restaurant.

Please make us aware of any dietary requirements before arrival. We do not allow alcohol or food to be consumed in the spa and we reserve the right to refuse entry to the spa.

Thank you