

# Spa Guidance

**Our Mission is to provide our clients with a calm, relaxing environment.  
With all respect, we kindly request our clients to observe our spa guidelines.**

## Arrival

Mana Spa is based in the heart of Coventry City Centre. The Wave has lots of offroad parking nearby and Mana Spa can be found on the ground floor of the wave with our entrance to the rear. We offer two hours free parking which can be redeemed at the wave reception at the following car parks:

Salt Lane, Coventry, CV1 2GY

Barracks Way, Coventry, CV1 1DD

So many things in life are rushed – we'd like to make sure your treatment isn't one of them. We respectfully ask that you arrive 15 minutes prior to your scheduled time so that we can make sure that you are comfortable and get your full treatment time.

Please check opening and closing times of the spa prior to your visit to ensure you are able to make full use of our facilities. All information can be found on our website.

## Consultation

Prior to your visit with us you will be sent a consultation form to fill out to save you some time on the day, however don't worry if you do not receive this as you can still fill this out in reception before your appointment.

## Clothing

Robes and Slippers may be included within our packages, please check your package details prior to your visit or give our spa team a call. Appropriate swim wear is always required in the pool, spa and heat experience areas. You can also hire a robe from us for £5.00.

## Ensuring Tranquillity

To withhold the tranquillity of the spa, we do ask that mobile phones are not to be used in the spa, and are switched off at all times.

We kindly ask that you hang any robes and towels on hangers provided and do not reserve loungers with these items.

## Medical

Please let us know in advance of your treatment if you have any medical conditions that may affect your treatment, or of any recent surgeries. Please note that we do not offer face or body treatments for ladies who are 1-13 weeks pregnant. Pregnant ladies are strongly advised against using any heat facilities.

## Children

Due to the need for a quiet/relaxing environment we can't allow children under into our treatment or spa areas. Guests 16-18 will need to be accompanied by an adult.

### Food & Drink

There is an onsite café located at The Wave which is open during waterpark opening hours. Please check opening times with our staff before your arrival. Alternatively, we offer a package deal with the botanist which you can view through our website. Refreshments are served at your convenience at Mana Spa, such as cold water, teas, coffees, prosecco and fruit and vegetable smoothies.

## Cancellation

We understand that occasionally due to unforeseen circumstances you may have to cancel appointment with us. You will be contacted 48 hours prior to your appointment by telephone or email to confirm your appointment. As courtesy to other clients and staff, it is company policy to give 48 hours' notice of cancellation. Failure to do so will result in the loss of any payment made for each of your scheduled treatments.

## Covid- 19

In order for us to provide a safe and sanitary spa we kindly ask that all guests refrain from visiting the spa if you display any of the COVID-19 Symptoms or are isolating. We ask that all sanitisation and hygiene processes are respected within the spa.

Our staff will continue to wear face masks, and we kindly ask that if you are receiving a facial or nail treatment that you continue to wear a mask during these close contact services.

[www.manaspa.co.uk](http://www.manaspa.co.uk)

[@manaspacoventry](https://www.instagram.com/manaspacoventry)

[enquiries@manaspa.co.uk](mailto:enquiries@manaspa.co.uk)

024 76252 565