

A photograph of a spa pool with a waterfall on the left side. The water is cascading into the pool, creating white foam. The background wall is made of dark, textured stone tiles. The lighting is dim, with a bright light source at the bottom right of the pool.

thespa

AT DOUBLETREE BY HILTON CHESTER

theClubandSpaChester.co.uk

Welcome

Many talk of being the ultimate spa, but few deliver.

Whether you're joining us for one treatment, a day or a weekend, we invite you on an exhilarating sensory journey. Our hydrotherapy pool is a must, as is the outdoor thermal pool with its invigorating waterfall.

Our relaxation areas bring together earth, water and air to help you reach a state of total harmony. To add to your pampered seclusion, one entire floor is exclusive to spa guests only.

At DoubleTree by Hilton Hotel and Spa Chester, a treatment is only the beginning.

Spa journey

■ Changing rooms

The Club and Spa's executive changing rooms feature large lockers, complimentary toiletries, fully equipped vanity areas, swimsuit dryers, private changing cubicles and private showers.

■ Before room

Start your journey in our relaxing Before room. This bright airy room has comfy chairs and views out over our Victorian walled garden. The perfect spot to enjoy infused water or a soothing cup of herbal tea.

■ Treatment spaces

With individual and couples treatment rooms we are all set to pamper you with our luxury spa therapies.

■ Relaxation room

Possibly the pinnacle of relaxation is our meditation room. Soothing music and lighting help aid relaxation whilst you relax on a giant beanbag or form fitting lounger. Leave your worries at the door!

■ Thermal suite and pools

Our poolside offers a complete sensory journey, from uplifting wet and dry thermal rooms, a luxurious 18 meter lap pool, a hydrotherapy pool with open air thermal pool, vitality massage loungers and monsoon showers.

■ Gym and group exercise

DoubleTree by Hilton Hotel and Spa Chester offers an unprecedented gym experience. From the state-of-the-art technology equipment to the cleanliness of our changing rooms we provide the ideal workout environment. With over 50 classes per week, there's something to energise, relax or unwind. Classes are complimentary for spa day guests; however, they cannot be booked in advance.

Our product ranges

Pevonia's natural and organic philosophy makes them market leaders offering a revolutionary range of products and treatments containing the most potent and effective naturally sourced ingredients with technologically advanced formulae.

ELEMIS is the leading luxury British skincare brand favoured by as many as 6.5 million spa-goers per year. The successful combination of natural active ingredients with cutting edge technology has enabled ELEMIS to bring to the market some of the most influential anti-ageing products and professional therapies the beauty industry has ever seen.

Jessica is a pioneer in the professional nail care industry as she was the first to recognise that like skin and hair, all nails are not alike. Jessica's unique nail care philosophy is behind each product of their extensive range. With crème, glitter and pearl finishes across more than 190 shades, you'd be forgiven for falling for Jessica's custom colours at first sight.

The Spa has sourced natural ingredients to bring a collection of signature treatments directly to you. Indulge in the natural aromas in our spa ritual therapies.

We are all set to pamper you with our luxury spa therapies.

Spa packages

A spa day at DoubleTree by Hilton Hotel and Spa Chester is the ultimate in true serenity and relaxation.

On arrival, you will be greeted and provided with a robe, towel and slippers along with a locker. You are then free to use all of the facilities of the Club and Spa.

From the moment you walk in until the moment you depart, we will ensure that your spa journey is a memorable one.

■ Express spa package

When time is of the essence join us for our express package, choose a morning or an afternoon spa session and relax with your choice of one of the following treatments:

- Back, neck and shoulder massage
- ELEMIS Pro-Glow Renewal mini facial
- Pevonia Essential Express facial

Monday-Friday / £75pp

Saturday and Sunday / £85pp

■ Morning spa retreat package

Our most popular package! Enjoy a morning spa session and relax with your choice of treatment:

- Signature full body massage
- Hot stones back of the body massage
- ELEMIS Pro-Glow Renewal facial
- Pevonia Essential Prescriptive facial
- Luxury manicure
- Luxury pedicure

Following your spa experience enjoy a 1-course meal from our spa choice menu served in the Garden Room.

Monday-Friday / £95pp

Saturday and Sunday / £105pp

■ Afternoon spa retreat package

Enjoy an afternoon spa session and relax with your choice of treatment:

- Signature full body massage
- Hot stones back of the body massage
- ELEMIS Pro-Glow Renewal facial
- Pevonia Essential Prescriptive facial
- Luxury manicure
- Luxury pedicure

Package also includes a 1-course meal from our spa choice menu served in the Garden Room.

Monday-Friday / £95pp

Saturday and Sunday / £105pp

■ Twilight retreat evening package

Spend your evening in the most relaxing way! Enjoy use of our spa and leisure facilities and unwind with your choice of one of the following treatments:

- Back, neck and shoulder massage
- ELEMIS Pro-Glow Renewal mini facial
- Pevonia Essential Express facial

Monday-Friday 5pm until 9pm / £55pp

■ Luxury spa ritual day package

Enjoy a full day at the spa with both morning and afternoon spa sessions. Relax with your choice of spa ritual treatment:

- Renew
- Restore
- Radiance
- Rebalance

Following your spa experience enjoy a 1-course lunch from our spa choice menu and a glass of Prosecco served in the Garden Room.

Monday-Friday / £110pp

Saturday and Sunday / £120pp

■ Ultimate couples spa day package

Luxury is calling. Enjoy a full day at the spa with both morning and afternoon spa sessions.

Cherish your time with a loved one and enjoy a side by side couples signature full body massage and ELEMIS Pro-Glow Renewal mini facial

A 1-course lunch from our spa choice menu and a glass of Prosecco served in the Garden Room are also included!

Monday-Sunday / £300 per couple

Morning spa session

9am until 1pm: Monday-Friday

9am until 2pm: Saturday-Sunday

Afternoon spa session

1pm until 5pm: Monday-Friday

2pm until 7pm: Saturday-Sunday

Twilight spa session

5pm until 9pm: Monday-Friday only

Overnight spa breaks

Our overnight packages include everything for the perfect spa stay. For all of our overnight spa breaks, we will provide you with a luxurious bathrobe and slippers to enjoy use of our extensive spa facilities. Each package includes a morning, an afternoon or a twilight spa session* and an overnight stay here at the DoubleTree by Hilton Hotel and Spa Chester.

■ DoubleTree spa break

Take some time to unwind and relax with our DoubleTree spa break package. Our package includes a morning, an afternoon or a twilight spa session*, robes, towels, slippers, with a choice of one of the following treatments:

- Back, neck and shoulder massage
- ELEMIS Pro-Glow Renewal mini facial
- Pevonia Essential Express facial

Overnight stay in a double or twin room, 3-course dinner in the Garden Room and full English breakfast the following morning.

Sunday-Friday / £260 per couple

Saturday / £310 per couple

■ The overnight ritual retreat

Gift yourself and your loved one a special treat and enjoy a pampering experience with our overnight Ritual Retreat package. Enjoy a morning, an afternoon or a twilight spa session*, robes, towels, slippers with the following treatment:

- Spa Ritual Treatment (55min).

Overnight stay in a double or twin room, 3-course dinner in the Garden Room and full English breakfast.

Sunday-Friday / £290 per couple

Saturday / £340 per couple

■ 2Night spa break

The ultimate indulgent experience for spa lovers, our blissful 2Night Spa Break package includes a Morning, an Afternoon or a twilight spa session*, robes, towels, slippers with a choice of one of the following treatments:

- Back, neck and shoulder massage
- ELEMIS Pro-Glow Renewal mini facial
- Pevonia Essential Express facial

2 overnight stays in a double or twin room, 3-course dinner on one night in the Garden Room and full English breakfast on both mornings.

Sunday-Thursday / £350 per couple

Friday-Saturday / £410 per couple

■ Rasul mudroom break

Relax and revitalise with our Rasul Mudroom Break. This self-care package includes a morning, an afternoon or a twilight spa session*, robes, towels, slippers with the following treatment:

- Rasul Mudroom Ritual (30min)

Overnight stay in a double or twin room, pizza and a glass of wine in the Garden Room and full English breakfast the following morning.

Sunday-Friday / £200 per couple

Saturday / £240 per couple

* A Twilight spa session is available Monday to Friday 5pm until 9pm

Signature treatments

DoubleTree by Hilton Hotel and Spa Chester has carefully designed treatments to help relax, restore and rebalance. Our expert therapists are highly trained so relax, you're in good hands.

■ Signature back, neck and shoulder massage

25min / Mon-Thurs £49 / Fri-Sun £55

Massage oils are selected to suit your mood and requirements. The treatment tackles muscular stress in the back, neck and shoulders.

■ Signature full body massage

55min / Mon-Thurs £65 / Fri-Sun £70

Massage oils are selected to suit your mood and requirements; tackling muscular stress whilst the aromas enhance the experience of your full body massage.

■ Wavestone massage

25min Back Massage / Mon-Thurs £45 / Fri-Sun £50

55min Full Body Massage / Mon-Thurs £70 / Fri-Sun £75

Hand carved from White Jade, WaveStone will feel soothing on the skin and has the natural ability to conduct heat and cold whilst providing a deep massage. This treatment will improve the circulatory system to promote self-healing and aid relaxation.

■ Spa rituals

55min / Mon-Thurs £65pp / Fri-Sun £70pp

Radiance - If you are looking for silky smooth and radiant skin this is the ritual for you. A complete body polish with a radiance facial for when you want to look and feel your best.

Rebalance - A relaxing Scalp and Décolleté massage followed by a soothing foot treatment to gently exfoliate the feet and massage. This treatment will ensure you are relaxed and feel like you're walking on air!

Restore - A refreshing full body polish followed by a relaxing back, neck and shoulder massage to soothe away tension and leave you feeling fresh and calm.

Renew - A relaxing back, neck and shoulder massage followed by an Express Facial leaving you relaxed and feeling renewed.

■ DoubleTree signature facial

45min / Mon-Sun £55

This facial treatment will be tailor-made for you. We understand all skin is different so following a consultation, cleanse and tone your therapist will select the range suited to your skin type and any concerns. This facial can re-balance, add moisture, firm fine lines and wrinkles or brighten your complexion.

■ Rasul mudroom ritual

30min / Mon-Sun £30pp

The Rasul is a special suite whereby you smooth on specialist cleansing muds, relax in the warmed room, then feel the effects of the aroma infused steam before applying peppermint infused salts and finish with a drenching shower. Ideal for couples. Ideal preparation for a massage.

■ The duo suite

60min / Mon-Sun £80 (2 guests)

A private suite in our spa area, complete with a sunken jacuzzi, private sauna, shower and relaxation area with a glass of Prosecco - the perfect addition to your day.

ELEMIS

Self-care is now more important than ever. Our ELEMIS treatments have been carefully selected with you in mind, offering care and wellness as we invite you to relax, re-balance and renew with our tailored treatments.

ELEMIS BODY

■ Freestyle Deep Tissue Massage

30min £50pp / 60min £70pp / Mon-Sun

Your therapist will select an aromatic oil according to your concerns, including muscle pain, stress relief, relaxation or balance. The flowing massage works deep into the tension, encouraging optimum circulation.

■ Deeper Than Deep Hot Stone Massage

30min £55pp / 60min £75pp / Mon-Sun

Balinese stones bathed in Frangipani Monoi Body Oil are worked deep into the muscles, targeting areas of tension. The result is sparkling vitality with the bonus of intensely hydrated skin.

■ Intensely Cleansing Salt Scrub

30min / Mon-Sun / £45pp

Frangipani fragranced salt will gently slough away dead skin cells, encouraging the regeneration of new cells. It leaves a smooth and responsive canvas, ready to absorb the deeply nourishing body oil.

■ Body Nectar Frangipani Nourishing Wrap

60min / Mon-Sun / £70pp

The velvety texture of the Monoi Oil offers superhydration, quenching thirsty skin. You are kept cocooned and warm while the mood-balancing aromatics and skin conditioning oils do their work.

ELEMIS FACE

■ Pro-Glow Renewal Mini Facial

30min / Mon-Thurs £45pp / Fri-Sun £50pp

FOR GORGEOUS GLOWING SKIN

ELEMIS' signature deep cleansing skin wellness facial, showcases prebiotics and antioxidant-rich goodness to deliver a healthy-looking, lit-from-within glow.

■ Pro-Glow Renewal Facial

50min / Mon-Thurs £65pp / Fri-Sun £70pp

FOR GORGEOUS GLOWING SKIN

ELEMIS' signature deep cleansing skin wellness facial, showcases prebiotics and antioxidant-rich goodness to deliver a healthy-looking, lit-from-within glow.

■ Pro-Glow Smooth

50min / Mon-Thurs £70pp / Fri-Sun £75pp

THE HIIT WORKOUT FOR YOUR SKIN

Powerful resurfacing technology lifts away dead skin cells to smooth, renew and refine, whilst improving the appearance of skin tone and luminosity. Skin is prepped for an infusion of hydration that will double its moisture content, leaving it feeling plump and hydrated, whilst delivering an immediate and visibly tightened effect. After just one treatment, the complexion looks firmer, supremely smooth and rejuvenated.

■ Pro-Glow Resurface Facial

50min / Mon-Thurs £65pp / Fri-Sun £70pp

RESURFACING FOR STUNNINGLY SMOOTH SKIN

Purify and brighten as skin's texture is transformed. With a spotlight on enlarged pores, blemishes, and blackheads, this unique facial powered by patented Tri-Enzyme technology minimises the look of uneven tone, texture, fine lines, and pigmentation.

Dull, uneven, tired-looking skin will appear instantly brighter, smoother, and renewed.

■ Pro-Glow Brilliance Facial

50min / Mon-Thurs £70pp / Fri-Sun £75pp

YOUR RECIPE FOR RADIANCE

Turn up the brightness with our triple cleanse, melting away make-up, daily pollutants, and grime. Gentle resurfacing removes dead skin cells to reveal healthy and clearer looking skin.

A fusion of superfoods and antioxidant-rich facial oils plump the skin with moisture, whilst helping to nourish and protect. Immediately revealing an outdoor-fresh glow, skin is left feeling fresh, radiant and healthy.

■ Pro-Glow Genius Facial

75min / Mon-Thurs £80pp / Fri-Sun £85pp

OUR LINE-FIGHTING SUPERHERO FACIAL

Clinically proven intelligent skincare and our triple level approach to skin hydration results in transformative results for younger-looking skin.

Powered by our ULTRA-SMART technology, with a spotlight on deep-set wrinkles for maximum, multi-faceted facial rejuvenation and skin hydration, skin will be visibly smoother, resilient and firmer-looking.

An unsurpassed, line-fighting facial experience, skin will appear immediately firmer and more radiant after just one treatment.

PEVONIA

Pevonia's natural and organic philosophy makes them the market leader offering a revolutionary range of products and treatments containing the most potent and effective natural source ingredients within technologically advanced formulae.

PEVONIA BODY

■ Tropical saltmousse glow

30min / Mon-Sun £50pp

Invigorated, cleansed and polished to perfection. This Saltmousse Glow will remove dead skin cells and impurities whilst releasing negative ions to counteract damaging environmental pollutants. As water is added to the Saltmousse, the skin is polished with this aromatic scrub. As it pleasantly foams it naturally rehabilitates the skin leaving a youthful smooth surface.

■ Aromatic moor mud back wrap and back massage

45min / Mon-Thurs £60pp / Fri-Sun £65pp

A luxurious back treatment incorporating the wonderful, results-driven Aromatic Moor Mud. While this thermal mud aids the release of muscular tension, aches and pains, you can escape into a state of deep relaxation, further enhanced by the therapist's cocoon massage techniques. Combining the wrap and massage therapies in this way offers longer-lasting effects on tension.

■ Detox seaweed wrap

60min / Mon-Thurs £70pp / Fri-Sun £75pp

This therapeutic seaweed wrap contours, firms, hydrates, and re-mineralises environmentally damaged skin. Your treatment begins with a gentle exfoliation, followed by the generous application of warm micronized seaweed cataplasm. You are then wrapped in thermal blankets to ensure your entire body releases stress and toxins.

■ Anti-ageing tropical escape wrap

60min / Mon-Thurs £65pp / Fri-Sun £70pp

Drenched with papaya and pineapple, this tropical wrap is enriched with crème fraîche, natural butter, calcium, magnesium, saccharides, Vitamin A and pomegranate extract. Blended with potent anti-ageing ingredients such as collagen and elastin polypeptides, this crème fraîche formula glides smoothly over the skin. Not suitable for those with a collagen intolerance.

■ Lumafirm® body firm and glow

60min / Mon-Thurs £70pp / Fri-Sun £75pp

Firm, brighten and lighten! Enriched with 26 dynamic ingredients including a combination of anti-ageing extracts; the latest peptides, and amazing technology, you will look youthful and radiant. This wrap including massage treatment will leave the skin hydrated, repaired, instantly firm and velvety soft.

PEVONIA FACE

■ Essential Express facial

30min / Mon-Thurs £45pp / Fri-Sun £50pp

A relaxing introduction facial, which includes cleansing, toning, exfoliating and moisturising to renew the fresh skin cells – ideal for pre-party preparation.

■ Essential Prescriptive facial

60min / Mon-Thurs £65pp / Fri-Sun £70pp

Choose from Dry, Sensitive, or Deep Cleansing. The Pevonia Botanical Range is used to cleanse, exfoliate, treat and protect your skin. Our expert therapists will tailor a facial to address your skin concerns.

■ Essential Aromatherapy facial

60min / Mon-Thurs £65pp / Fri-Sun £70pp

A delightful aromatic blend of pure essential oils makes this facial unforgettable. This experience includes cleansing and gentle exfoliation; an aromatic massage, and the ideal mask best suited for your skin type.

■ Hydrating plantomer

60min / Mon-Thurs £70pp / Fri-Sun £75pp

For sensitive and stressed skin, a healing and hydrating facial that can treat even the most sensitive of skins. Uncover the secret of beautiful skin and experience the best from nature's abundance. This cool, gentle mask treatment soothes, heals, strengthens and deeply hydrates, leaving skin tight, refreshed, vital and healthy. Excellent for eczema and psoriasis. Your skin will feel nourished, calmed and soothed.

■ Rs2 Rosacea facial

60min / Mon-Thurs £65pp / Fri-Sun £70pp

This treatment is proven capable of delivering the exceptional results desired by those suffering from severe sensitivity, broken capillaries, rosacea and acne rosacea. Comforting and healing ingredients such as Rose, Green Tea, Chamomile and Liquorice, combine to properly decongest and calm your skin for an even, healthy appearance.

■ Lumafirm® lift and glow

60min / Mon-Thurs £80pp / Fri-Sun £85pp

The Pevonia Lumafirm® Lift and Glow in-spa facial treatment renders your skin ultra-luminous with a firmer, tighter, brighter and more youthfully defined appearance. Exclusively formulated with the latest in freeze-dried technology, this remarkable treatment with cumulative benefits is ideal for any skin type showing signs of ageing, or works as the perfect instant repair boost when you want to look your absolute best.

EYE TREATMENTS

Enhance any facial with your choice of eye treatment for just £30.

■ De-stress eye treatment (puffiness)

This refreshing eye treatment utilises Ginkgo Biloba to stimulate the lymphatic capillaries to drain excess fluid, thus reducing the appearance of puffiness. Vitamin C works in synergy as it lightens and brightens the eyes, alleviating dark circles. An effective, cooling and decongesting treatment.

■ De-stress eye treatment (wrinkles)

A Cryo-Collagen treatment with 100% pure freeze-dried collagen to repair the delicate eye contour. Intensely hydrates and plumps the skin, reducing the appearance of fine lines, wrinkles and crepiness.

■ Lumafirm® eye upgrade

Formulated with an amazing lift action complex, this phenomenal treatment instantly repairs your delicate eye zone as it reduces puffiness and dark circles. An anti-ageing powerful trio of actives takes your eyes back in time with an immediate reduction in lines and wrinkles and a visibly brighter, smoother eye contour.

Mother-to-be collection

These thoroughly researched and carefully formulated treatments have been designed to nurture and support a woman through the rich experience of each trimester.

Please allow an additional 15 minutes for pre and post-treatment care.

■ Elemis peaceful pregnancy massage

60min / Mon-Sun / £85pp

Performed on a pear shaped beanbag that moulds to every bump. Mothers-to-be are restored to optimum wellness. An intuitive and relaxing massage hydrates skin that is expanding to accommodate a growing baby.

■ Elemis peaceful pregnancy massage and facial

90min / Mon-Sun / £115pp

As above and including an ELEMIS Pro-Glow Renewal Mini Facial.

■ Mother-to-be lumafirm® experience

60min / Mon-Sun / £80pp

This nurturing Lumafirm® experience is uniquely designed for Mums-to-be. Enjoy a results-driven soothing massage, to reduce aches and pains as well as fluid retention. This is followed by a part body wrap, enriched with an exclusive combination of anti-ageing extracts to help firm, brighten and nourish your skin. Your treatment concludes with a hydrating facial and scalp massage, a complete top-to-toe treatment, making the wonderful journey to motherhood a pleasurable experience.

OTHER TREATMENTS SUITABLE DURING PREGNANCY

We also offer a wide range of facials, manicures and pedicures during this special time. Please speak to one of our spa experts who can advise what treatments suit your needs.

Nail collection

With crème, glitter and pearl finishes we're bound to have your perfect colour. Jessica is the pioneer of our time and adored by many celebrities. Our treatments will leave you with immaculate nails whilst treating your natural nail and skin.

■ Jessica file and polish (fingers or toes)

25min / Mon-Sun / £25pp

Nails are filed, cuticles are cared for and polish is applied to your natural nails.

■ Spa manicure

45min / Mon-Sun / £35pp

Your nails will be analysed for their nail type. The manicure will include exfoliation, massage and cuticle care. Nails will be treated with a prescriptive basecoat before being perfectly polished.

■ Luxury manicure

60min / Mon-Sun / £45pp

Your nails will be analysed and treated for their nail type. The manicure will include exfoliation, massage and cuticle care. Also includes a luxury hand treatment mask with thermally heated mitts for deeper penetration of the oils and creams. Nails will be beautifully shaped and treated with a prescriptive basecoat finishing with the perfect polish.

Upgrade to GELeration Polish for an additional £20.

■ Spa pedicure

45min / Mon-Sun / £45pp

This pedicure treatment includes foot and lower leg exfoliation. Hard skin is removed and legs and feet are massaged with deep conditioning creams. Cuticles and nails are groomed, then beautifully shaped and polished.

■ Luxury pedicure

60min / Mon-Sun / £50pp

The Cadillac of pedicures, this luxurious leg and foot treatment pedicure brings the added benefit of thermal heated booties for deeper penetration of the oils and creams. Excellent for increasing circulation and relieving tired feet. Relax and enjoy a foot, ankle and leg massage as your therapist treats you to this wonderful pedicure treatment.

Upgrade to GELeration Polish for an additional £20.

■ Jessica gelation shape and polish

45min / Mon-Sun / £40pp

Nails are filed, shaped and finished with Jessica's GELeration Polish.

■ Jessica gelation removal

30min / Mon-Sun / £15pp

Includes cuticle work, GELeration removal and file.

Please advise theSpa at the point of booking if you require gel removal. We are unable to remove builder gel or acrylic nails.

Essentials

Let us enhance your natural beauty. Whether you are looking for a natural looking tan, luscious lashes or silky smooth skin, our therapist will make you feel at ease whatever your essential.

■ Eyelash or eyebrow tinting

15min / £15pp

■ Eyebrow and lash tinting

30min / £22pp

A patch test is required 24hrs before tinting

■ Eyebrow shape

15min / £15pp

■ Half leg wax

15min / £25pp

■ Full leg wax

30min / £35pp

■ Classic bikini wax

15min / £15pp

■ High bikini wax

15min / £25pp

■ Underarm

15min / £15pp

■ Forearm

15min / £15pp

■ Lip or chin

15min / £10pp

■ Back or chest

30min / £25pp

■ St. Tropez Spray Tan

Mon-Thurs £22pp / Fri-Sun £25pp

A bronzed glow all year round! St. Tropez spray tanning applied by a professional offers a UV free, natural looking tan. Choose from Classic, Dark or Express. Pre and post-advice is needed before you book.

Spa etiquette

Sit back, relax and enjoy your day.

Treatment times

theSpa treatment hours: Monday-Friday 10am until 8pm, Saturday-Sunday 10am until 6.30pm.
Off peak: Monday-Thursday. Peak: Friday-Sunday.

Booking process

theSpa can get very busy, so please give as much notice as possible when scheduling your spa days or treatments with us. Our spa reservation team will assist you in planning your spa day. Please call us on 01244 40 88 40 or email spa@theClubandSpaChester.com. Bookings are essential for all spa day packages and treatments. All treatments are subject to availability.

How to spa

We recommend that you bring two swimsuits and money to buy drinks and any additional products you may like to purchase.

Advisory medical information

In order for us to advise you on the correct treatments, please inform us of any pre-existing medical conditions that may affect your treatment options at the time of booking. We advise that the heat and hydrotherapy experiences cannot be used by guests who are pregnant or under medical supervision of any kind.

Spa treatment information

theSpa at DoubleTree by Hilton Hotel and Spa Chester is an adult facility for persons aged 16 and over. Guests aged 16-18 and having body or face treatments will need to be accompanied by a parent or guardian. All treatments are inclusive of consultation and aftercare. We have male and female therapists in the team, if you have a preference please advise us at the time of booking.

Arrival time

To ensure you receive your full treatment benefits, please arrive at theSpa reception at least 15 minutes early to check in before your appointment. Due to our strict booking system, in the event that you may turn up late for your treatment, we will only be able to offer the remaining treatment time, but may still charge the full price of the treatments. Please hand in any vouchers that are being used for payment at the time of arrival. Due to unforeseen circumstances, appointment times may change. We will endeavour to notify you before arrival to advise of any changes and offer an alternative time or service.

Gratuuity

Service charge is not included in your treatments, the best compliment you could give to your therapist is a gratuity.

Spa tranquillity

theSpa is designed to be calm, quiet and relaxing and for this reason, the use of mobile phones is prohibited. We also ask that you respect other spa users by speaking quietly whilst in our relaxation areas. Any rowdy or loud behaviour in any area of theSpa may result in you being asked to vacate the premises. TheSpa is an adult only environment and open only to persons aged 16 and over. Under no circumstances are theSpa guests permitted to bring alcohol into theSpa.

Gift vouchers

Our team will be delighted to assist you in purchasing the perfect gift. Spa gift vouchers can be ordered in person or via the website. Gift vouchers are valid for six months from the date of purchase. They are non-refundable and non-transferable. Lost or stolen vouchers cannot be replaced. Vouchers are redeemable against any spa package, treatment or product and cannot be extended or exchanged for cash.

Spa pool

Please be advised we hold aqua aerobics classes in the pool, please enquire about times with Reception.

Lost property

All lost property found on the premises should be handed in at Reception. Items will be stored for three months. If they are not collected within this time they will be donated to local charities. Liquids, undergarments and hair brushes are kept for 24 hours only. Please bring as few valuables as possible. TheClubandSpa is not liable for any loss or damage to any personal items.

Parking and access

There is complimentary parking for spa guests on the grounds.

Cancellation policy

For all day spa bookings payment will be required at the point of booking to guarantee the reservation. Please allow 24 hours notice for cancellation or re-scheduling of treatments to avoid a fee of 100% of your service. Failure to arrive will result in a 100% charge. Additionally, we require 48 hours notice to cancel an overnight break or spa day experience to avoid a 100% charge.

The management reserves the right to close any area of theSpa without prior notice for essential maintenance.

