

Freshfields Spa Pass Terms & Conditions

- Freshfields Spa Pass is only available in the Downtown Freshfields location. No shower or spa facilities are available in the Arena Freshfields location.
- Each 1 hour 50 minute session is inclusive of the entire period spent in the Freshfields Spa Area (Hot Tub, Hot or Cold Showers and access to the Sauna), including showers before and after.
- Please arrive 15 minutes before your booked session start time.
- Spaces will only be held for 20 minutes, after your booked time, at this point tickets will be released for resale and no refunds will be given.
- Full tubs are for a maximum of six people only. If your party is larger than this, regardless of whether you all plan on being in the hot tub at the same time or not, you'll need to book additional individual spaces or extra tubs to accommodate the full party size.
- No alcohol is permitted in the Freshfields Spa area.
- Zero drug policy. Any guests found in possession of drugs or attempting to consume drugs will be asked to leave the Freshfields Spa premises immediately and reported to the Police. Any person suspected of carrying illegal items or carrying out illegal activity may be handed over to the Police, refused entry and/or evicted from the site without a refund.
- We reserve the right to refuse your entry to the Freshfields Spa if you are under the influence of alcohol or drugs without refund.
- Take a hot soapy shower before entering hot tubs and sauna. Hot showers with shampoo and shower gel will be provided.
- Strictly no underwear or daywear is allowed in the hot tubs and saunas. Swimwear only please. Swimwear and towels are available to purchase from Freshfields Spa reception.
- Hot tubs are emptied, cleaned and sanitised every day.
- Stay hydrated. it's important to stay hydrated while you're using the Spa and Sauna. We recommend bringing a water bottle which you can refill at the Freshfields water refill stations.

You should not use the spa if:

- You have serious illness, or have a heart condition, high or low blood pressure, respiratory condition, or any other medical condition which may affect your reaction to heat.
- You are taking medication for any of the above conditions.
- You are susceptible to migraines – sauna and hot water can heighten that.
- You have had diarrhoea within the last 14 days.
- You have a contagious disease, infectious skin condition, open sores and wounds.
- You have an illness causing an inability to perspire.
- You have had a heavy meal within one-and-a-half hours.
- Pregnant women: Are advised not to use sauna and other heat-treatment or should seek medical advice before doing so.
- Diabetics: Are strongly advised to check with their doctor before sauna-bathing.