

RAGDALE HALL

a dedicated **SPA** like no other

PRESS PACK

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A SPA FOR ALL SEASONS



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Ragdale Hall Spa

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Twitter: [@ragdalehall](https://twitter.com/ragdalehall)

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

Since 1990 Ragdale Hall has been a privately owned, family-run business. Ragdale Hall's owners are Michael Isaacs and Penny Nesbitt.

Pricing

- Two-night midweek breaks from £379 per person including all meals, inclusive treatments and use of facilities, complimentary robe throughout your stay and Ragdale Hall flip flops.
- Two-night weekend breaks from £443 per person.
- Spa Day packages range from £67.50 - £271.
- Best value spa break: Holiday Retreat from £160 per person per night (7 night break)

General

- Minimum age 16
- Treatments – all spa days* and spa breaks incorporate inclusive treatments, dependent on the package type.
*Except for Ragdale Experience Day and Evening Spa Experience
- Nearest airport is East Midlands
- Nearest main line train station is Leicester
- Distance from London is approximately 110 miles (2.5 hours)

Our ethos

We want our guests to enjoy a visit that exceeds their expectations. We believe that through our commitment to the smallest detail, our guests can relax and unwind while being supported by a professional and friendly Ragdale Team.

Customer profile

Our guests are predominantly women (90%) aged between 30 - 60. Although day guests will travel up to an hour to get here (roughly 50-miles), our residents come from far and wide across the country.

Our points of difference

- Our team of over 520 staff gives an unrivalled guest-to-staff ratio, which enables us to provide specialist services such as a dedicated Guest Liaison team, valet parking and attention to individual guest requirements
- Our return rate for guests is over 80% (with an average of 40% with more than 10 visits) and with an average daily occupancy of 99%
- Private ownership providing both continued reinvestment and a family feel to the Hall
- A spa is defined by its water and heat facilities as well as the therapeutic effects of its therapies and wellbeing offer. With six pools and 11 heat facilities, we believe we offer a world class spa experience
- A joined-up approach where all aspects of our offer seamlessly blend together. From our beautiful rural location, to the comfiest of beds to breakfast in bed, to the most relaxing of treatments, to meditation classes, to healthy food, tasting good - the whole is greater than the sum of its parts
- The range of facilities under one roof, for example, the Rooftop Infinity Pool, Thermal Spa, Heart & Soul Fitness Studios, Beauty Express and our Twilight Bar
- Exclusive treatments and classes created by the experts at Ragdale Hall, and designed for our guests
- Our approach and commitment to training and development of our staff through the bespoke Ragdale Hall Team Development Programme

Facilities

The Thermal Spa

Candle Pool
Indoor and Outdoor Waterfall Pool
Colour Flow Cave
Volcanic Salt Bath
Rose Sauna
Thought Zone
Cave Shower
Ice Niche
Experience Showers x 2
Foot Baths

Spa and Fitness

Rooftop Infinity Pool & Lounge
25-Metre Swimming Pool
Water Cascade and Massage Jets
Two Whirlpool Spas
Separate Exercise Pool
Aquagym Equipment
State of the art Gym
Heart & Soul Fitness Studios
Steam Rooms & Sanarium

Food and Drink

Verandah Bar
Garden Room
Dining Room
Twilight Bar

Rest and Relaxation

The Pavilion
The Retreat
Verandah Bar and Lounge
The Lounge
Quiet Room
Outdoor Pool
Sunbathing Terrace
Rose Garden
Tranquillity Garden
Conservatory Terrace



Treatment Rooms

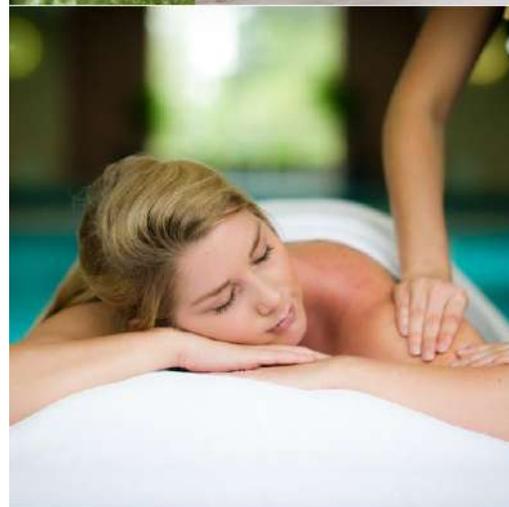
Dry Floatation
50 various Treatment Rooms for traditional and holistic therapies
Dedicated Manicure and Pedicure Room
The Beauty Express
Consultation & Treatment Areas in the Beauty Shop

Accommodation

93 Bedrooms
(Luxury Plus, Luxury, Classic Plus, Classic and Simple)
Three Suites: Wolds, Shires, Terrace
The Lodge (Four bedrooms)
Adapted Room (suitable for guests with disabilities)

Shopping & Activities

Boutique
Beauty Shop
Gift Shop
Exercise Classes
Water Exercise Sessions and Aquagym
Tennis, Boules, Pitch 'n' Putt, Croquet, Cycling
Relaxation Classes
Daily Group Activity
Daily Country Walks
Evening Talks and Demonstrations
Daytime and Evening Workshops



What the Press says...

August 2021 – Rosalind Moody – Soul & Spirit Magazine

“It was the perfect mini self-care staycation, especially while going abroad easily is on pause. I found it the ideal rural stay for my soul.”

February 2020 – Jessica Elkin – Natural Health Magazine

If I had to pick just *one* of my favourite things about Ragdale hall – and trust me, that’s no easy feat – it has to be this: time stands still. It stops in the most calming way, that until you visit for yourself, I can’t explain the serenity.

June 2019 – Ella Dove – Red magazine

“Since 1990, this privately owned, family run business has been soothing bodies and minds. When the name of the game is relaxation, it’s impossible not to feel serenity and freedom; to breathe deeper, laugh harder, feel better.”

“We’re only there for one night – and whilst we’ve definitely made the most of these world class facilities, it doesn’t feel like long enough. Safe to say that just like so many others before us, we have officially caught the Ragdale Hall bug.”

May 2018 - Ben Clatworthy - The Times

“As spa areas go, it’s seriously impressive. There are plenty of quiet nooks and crannies for rest and reading as well as a bursting timetable of exercise, yoga and meditation classes. “This is a place designed for pure relaxation, from the indoor pools to the thermal spa and, new this year, the brilliant rooftop pool, complete with stunning views across the rolling Leicestershire countryside. The pool is the perfect spot to lie back and watch the world (slowly) go by.”

April 2018 - Bridget March - Harper's Bazaar

Bazaar's pick of the ultimate UK spa hotels “The treatment menu is extensive – ranging from the innovative and holistic to the functional and the fitness facilities are equally impressive.”

March 2018 - Margaret Hussey - Sunday Express

"The sublime spa. We spent hours in here and tried out everything from the candle pool to the thought zone." "Recently opened Rooftop Infinity Pool. Sitting overlooking the tree tops, the bubbles pummelled away any stresses."

November 2017 - Fiona Ward - The Telegraph

"The comforting character of this impeccably run retreat makes it the ideal choice for a chilled out break. "Dating back to 1785, the hall carefully blends its traditional aspects with fresh design features. "Staff are seamlessly friendly and obliging across all departments – the valet parking service on arrival is a particularly helpful touch. "The extensive spa facilities are Ragdale's magnum opus, and they don't disappoint."

Jan 2017 - The Independent

"More Waitrose than Harrods, this destination spa offers great quality with a reasonable price tag and exceptional customer service delivered by friendly, down-to-earth staff. Set among rolling hills, the red-brick country house boasts a mammoth thermal spa, an outstanding restaurant and tonnes of chill-out areas, both inside and out. Unpretentious, casual and utterly relaxing."

Latest Awards and Commendations

Good Spa Guide

Best Retreat Spa 2021
Five Bubble Spa Rating
Best Destination Spa 2017

Natural Health Magazine Beauty Awards

Best Hotel Spa Experience 2021
Best Hotel Spa Experience 2019
Highly Commended in the International Beauty Awards 2016, 2017 and 2018

Health & Wellbeing Awards

Best Health Spa/Retreat 2021

Candis Magazine Spa Awards

Best Destination Spa 2020
Best Dedicated Spa 2019
Best Dedicated Spa 2018
Best All-Round Health Spa 2017

Trip Advisor

Travellers' Choice Winner 2020
Certificate of Excellence 2019 (ninth consecutive year awarded)
Inaugurated into Trip Advisor's first ever Hall of Fame in 2015

Muddy Stilettos Leicestershire & Rutland

Best Day Spa 2019

The Sunday Times

Best Places to Stay 2018

2018 LUX Hotel & Spa Awards

Health Spa of the Year 2018 – Leicestershire

SpaFinder Wellness Awards

Best Spa in the United Kingdom 2016
Best for Girlfriend Getaways 2016
Best for Budget/Affordability 2016

Women's Health magazine

Top Five Fitness Retreat in 2016

The Telegraph

Number One UK Rural Health Retreat 2016

Our History

Ragdale is a beautiful idyllic rural hamlet nestled in the heart of the rolling Leicestershire countryside. It was actually mentioned in the Domesday book and was referred to as Ragendale which, literally interpreted means 'settlement in a crooked valley'. Over the centuries the village became known as Rakedale, but by the mid 1800's took on today's name of Ragdale.

During the medieval period the original Ragdale Hall passed into the hands of the Shirley family. The Hall was their Elizabethan Hunting Lodge that was extended in the 17th Century to accommodate the family's love of hunting hawks. The original Hall was located further down the hill by the church within the village itself.

In 1785 a "New Hall" (the current one) was built by the Sixth Earl on an elevated position above the village. The views from the house are breath-taking with visibility extending thirty miles on a clear day. During the 1800's modifications were made which gave the Hall a castle like appearance with the addition of crenulations that were in vogue during Victorian times. It was also surrounded by an ornamental water-filled moat, part of which still exists to this day.

For a period of fifty years at the start of the twentieth century, Ragdale Hall was owned by the Cantrell-Hubbersty family – this was its golden age. The family were very involved in fox hunting and Philip was Master of the Quorn Hunt for many years. Having no children, Philip's widow sold Ragdale in 1955 and 1959 was the last year it was lived in as private residence.

The Hall then commenced its commercial life becoming a country club, night club and restaurant. In 1973 it was purchased by Slimming Magazine who created Ragdale Hall Health Hydro.

Over the years, under various corporate owners, the Hall gradually enhanced its reputation as being one of the best-known health farms in the country. The most significant development during this time was the addition of the first indoor swimming pool, built in 1985.

In June 1990 Gary Nesbitt and Michael Isaacs (present owner), founders of *Our Price Records*, bought Ragdale Hall. A complete programme of refurbishment of the entire premises took place to dramatically upgrade the décor. In addition, the building of several major extensions enabled Ragdale to offer greater and more luxurious facilities and accommodation than ever before.



Since that time, through an ongoing development programme considerable progress has been made in bringing Ragdale to the fore of the spa market. The Hall can now boast some of the most up-to-date and innovative facilities with luxurious accommodation and surroundings set in a superbly relaxed atmosphere.

Unfortunately, Gary Nesbitt sadly died in 2003 after a short battle with Leukaemia; ownership of the Hall now lies equally with his widow, Penny and Michael Isaacs. Both Penny and Michael have an active involvement in the running of the Hall with an emphasis on achieving unparalleled standards of excellence in customer care. With their inspiration together with a dedicated team who offer the highest degree of friendliness, professionalism and service, Ragdale Hall is now considered the premier health resort in the country.

In 2007 the Thermal Spa was opened boasting two further pools and series of heat and water experiences, and in late 2017 saw the unveiling of a state-of-the-art Rooftop Infinity Pool (Ragdale's sixth pool.)

We launched the Mind Gym in September 2007, taking total wellbeing to a new level – thought to be the first of its kind anywhere. The use of an eclectically furnished room starts the journey through to exercises for the mind. Hand held computers, space-age toys, a wide spectrum of physical puzzles and a library of books will test your logic, challenge your problem-solving skills and so push your brain to greater efficiency.

A continual programme of refurbishment has seen most bedrooms be refurbished during the last few years, as well as most treatment rooms and many of the public areas. The ultra-sumptuous relaxation area, The Pavilion opened in November 2012 shortly after a complete revamp of the Boutique.

In 2013 we saw the opening of The Beauty Express (a one stop area offering quick fix beauty treatments with instant results). In April 2014 we unveiled our refurbished Dining Room - on the request of our guests, we retained the traditional character, notably the oak panelling and chandeliers, however incorporated a few modern touches with new carpet, curtains, lighting and artwork. New service furniture, table linen and crockery provide a sense of luxury to enhance our guest's dining experience. Subtle shades of duck egg blue, pale green and claret have provided a fresh and sumptuous look.

In June 2015 Michael Isaacs and Penny Nesbitt celebrated twenty-five years of ownership. Their love for this beautiful old country house is evident, but with it a deep respect for the many guests who return time after time and warmth for the staff that make it so special for all who visit.

In July 2015 we extended and redeveloped our Beauty Shop. The shop now has 60% more space and new roof lights make it light and airy and the sophisticated new look features soft metallic and champagne units. We have an incredible selection of the UK's most desirable (and effective) skincare and makeup brands; all this coupled with the very best professional advice.

February 2016 saw the completion of a major project to refurbish and extend the existing Verandah Bar. The project also included relocation and improvements to the terrace area outside – perfect for alfresco dining in style.

The latest addition to Ragdale Hall's already impressive facilities opened in December 2017 – a sixth pool - the Rooftop Infinity Pool, featuring stunning views over the gardens and valley beyond. Along with it a beautiful lounge to relax in whilst soaking up the amazing vista. In addition, the Exercise Pool was reopened after a refurbishment with its daily programme of water exercise classes, Aquagym equipment and new colour changing LED light show.

To coincide with this significant development in the life of Ragdale Hall, we unveiled a new logo to give a more distinctive look, and to reflect the ongoing gentle evolution of the spa and its facilities. Ragdale Hall really is a dedicated spa like no other, with service and facilities like no other spa, and all included whatever package you choose!

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Despite the challenges of Coronavirus that 2020/21 threw at the world, Ragdale successfully opened two new guest facilities, Twilight Bar – a brand-new cocktail bar and lounge to add to our vast array of world-class spa, dining and relaxation facilities. Plus our new fitness space, Heart & Soul, a sleek industrial-style gym paired with our two distinct studio experiences that will lift your heart and shift your soul, ultimately helping you to connect to the best version of yourself.

The Thermal Spa

History of spas

Although the Romans are generally acquainted with inventing spa, there is evidence that treatments involving water and heat have been around for centuries. It was however the Romans who made thermal baths accessible to everyone - as they conquered Europe, spas were built in their wake and a fascination with 'taking the waters' has grown and developed ever since.

Originally, spas were limited to baths which could be fed with naturally-warmed mineral water pumped straight from the ground. Even at their simplest, there is evidence to support remedies using water to treat many common ailments were popular. Hydrotherapy soon developed, combining varying temperatures of water applied directly to the skin. The skin's nerve sensors then carry these impulses deeper into the body, instrumental in lessening sensitivity to pain, stimulating blood flow and circulation, increasing the production of stress hormones and boosting the immune system.

Heat, however, has the tendency to quieten and soothe the body whilst slowing down the activity of our internal organs. A soak in warm water will help relax tense muscles and relieve anxiety and stress. We become weightless in water, providing welcome relief from the constant pull of gravity while the water washing over us provides a massage-like feeling.

Combining the two provides the perfect balance for our bodies and the perfect remedy for our busy, contemporary lifestyles.

A relaxed ethos

Our luxurious Thermal Spa is one of the most contemporary and pampering experiences in the UK. We have drawn on ideas from across the globe - some that have been around for thousands of years and others that are unique, progressive and cutting edge.

Water and heat treatments were loved by the Greeks, Romans, Europeans, Scandinavians and the Japanese. Our philosophy at Ragdale Hall is probably closest to that of the Japanese - at the end of the day, it's about relaxing, enjoying yourself and having fun.

The Japanese enjoy going to their traditional spas - *onsen* and *senjo* - often set in the most beautiful of locations. They certainly agree on the therapeutic and medicinal benefits a Thermal Spa can offer but it is mostly about winding down, meeting friends, taking time off with (or without) the family and relaxing. The other health benefits are a bonus.

Ragdale Hall's Thermal Spa Experience

Nature is at the heart of Ragdale Hall's Thermal Spa. The overall design is based on a cross-section of a Nautilus shell - you'll find yourself cocooned in an oasis of tranquillity and warmth. The gentle curve of each wall draws you to the heart of the spa, enhancing the positive flow of energy.

Attention to detail is everything - from the boundless supply of warm, fluffy towels to the specially-designed shelves for reading glasses outside each of the heat rooms. There are

water features and fountains everywhere to calm the senses, while a changing dynamic of colours and scents mean that no two experiences are likely to be the same.

And don't forget our **Wishing Stream** - take one of the smooth pebbles from the wooden pails found close to the indoor stream and caress the pebble with slow strokes away from your body. At the same time, try and dispel any negative thoughts or emotions you are experiencing. At the point you feel more at peace, carefully drop your stone into the stream and watch the water wash over it, imagining your negative thoughts and emotions being washed away at the same time. The location of the pebbles changes dependent on the position of the sun to allow them to draw positive energy from its rays. The pebbles themselves originate from the coastline of Wales, each one having endured thousands of years of pounding by the wild Atlantic waves.

Footbaths

Begin at the footbath at the entrance of the Waterfall Pool. Place your feet into the bubbling water - did you know that your feet have an amazing 2000 pores in each? A footbath is an exquisitely relaxing prelude to any heat treatment, and a great way to begin to relieve aches and pains as well as reviving hot, tired feet and a fatigued body. In other words, they're a delicious way to pamper those hard-working and often-neglected parts of our bodies!

And, finally, a well-kept secret is that a footbath is a wonderful way to relieve headaches. Despite all these benefits, don't linger too long as there is a long way to go on your journey through the Thermal Spa.

Waterfall Pool

Come rain or shine, you can swim outside in waters kept at a constant 34°C. The numerous bays / inlets carved into the pool's structure allow for privacy and contemplation with the added bonus of massage jets at every turn.

At the end, you'll find a waterfall and cascade - great for head / shoulder massage or simply to splash about in. The mood of the pool changes as the day progresses thanks to coloured, underwater lighting. And, even in mid-winter, steam and mist rise from the pool to create a sense of bathing in a hidden lagoon. A gentle stream runs throughout the spa complete with swaying palms and all sorts of natural planting, reinforcing the feeling of going back to nature.

Candle Pool

Hidden away beside the indoor waterfall is the entrance to the Candle Pool, creating the feeling of entering a hidden cavern. This is enhanced by the long, stepped walk down to the pool. Permanently heated to 34°C, this magical haven is lit by lots of flickering candles set in sparkling, mosaic-lined niches and further enhanced by mood lighting and gentle music. Starlight in the cave-like roof creates the perfect finishing touch allowing you to float away and relax in quiet contemplation.

Benefits: the warmth of the pool and its atmospheric lighting induce a relaxed, almost dream-like state. This is close to Theta sleep - a time when you are most likely to daydream and have your best creative ideas or achieve an almost childlike state of joy.

Thought Zone

This is the place for inspirational thoughts. A dry heat of 60°c coupled with heated, ergonomic, mosaic seating set the scene. Rest your feet on the central bench and watch ever-changing imagery and colours projected onto the ceiling and bounced off walls reminiscent of a Moorish-inspired riad. Swarovski Crystals inlaid into the walls add shimmers of light around the room.

Carefully-chosen music complements the imagery whilst essence of orange infused into the Zone encourages calm and induces positive thoughts.

Benefits: a place to relax and rest in between the other heat rooms, it is a quiet and reflective space for time needed to collect your thoughts. A great place to inspire creativity and, used in conjunction with the Candle Pool, you'll be inspired to write that book you've only-ever dreamt about! It is suggested that a maximum of 10-minutes is spent in the Thought Zone.

Colour flow Cave

At 40 – 45 °C with a 70 – 80% humidity, you'll feel you are in a tropical hideaway. The ergonomically-shaped benches covered in gently-textured mosaics are kept at a constant and reassuring temperature.

A curved, glass river of light dramatically flows to the back of the cave with colour mesmerisingly changing. The soft, velvety darkness is only broken by a single light over a central crystal mountain whilst the back-drop is a large, metallic sheet with circular designs through which water gently flows. The cave is filled with a heady mix of scents.

Benefits: muscle relaxation and toxin release, detoxification of skin, deep cleansing, improved circulation, ideal preparation for a massage and inhalation of the different essences

Experience Showers

There are two Experience Showers in the spa. An overhead and side shower at regulated temperatures offer a relaxing, calming effect between using the heat rooms.

A warm tropical rain shower offers a very natural experience. Passionflower scent is released into the water and, as well as being good for hair and skin, offers a natural anti-bacterial effect helping to make you feel really cleansed.

A cold mist – a fine spray of cold water droplets complete with colour changing lights. Mint is mixed with the water to improve respiration so enhancing the benefits of the heat rooms.

Cave Shower

A natural cave-like room offers a star-lit ceiling that changes with the mood and ambience of the shower/water experience. Add to this the sound of distant thunder as the 'rain' begins to pour down on you.

Thunder rain is 30°C, or you can choose from a cold mist spray or a waterfall effect. Fresh mint essence is released providing an evocative sense of a wild herb garden after a storm. The chance to bathe in a tropical water fall during a passing thunder storm.

Benefits: it's great fun!

Volcanic Salt Bath

With a constant temperature of 40 – 42°C and 100% humidity, the Volcanic Salt Bath offers an intense experience.

Black granite walls and benches have glinting mineral traces embedded within the rock whilst the floor is carved from hewn black slate. This dramatic space is dominated by a central water feature comprising a bed of giant mamor stones and modern basalt monoliths hand-carved in Iceland.

The main light soft source is a blue hue and euca-menthol is spritzed into the air together with a 20% salt infusion. This combination helps deeper breathing as well as creating an osmotic effect so removing toxins and improving circulation. The infusion takes place in eight-minute cycles, but otherwise the room is completely silent.

A Kneipp hose should be used if you get too hot, or to cool down prior to leaving the bath and to help remove the salt. The hose should be run until cold then the water applied to your hands, feet, legs and arms slowly working up towards the heart.

The best results are achieved if you shower prior to the experience and remain in the bath for a maximum of ten minutes. Follow this with a shower under the cold mist or try the ice fountain. Relax and rest for a while before using another heat room.

Benefits: respiratory and clearing properties of Eucalyptus/Eucamenthol Essence.

Ice Fountain

A tubular steel sculpture creates ice flakes that are delivered into a frosted glass bowl. Perfect for use post sauna or following time in the Volcanic Salt Bath, Colour Flow Cave or Scented Room.

Use the ice on your body's extremities first, always working towards, and not away from, your heart – try smoothing strokes to slide the ice from hands to shoulders, feet to thighs and then, for the very brave, your shoulders and tummy. Giggling and loud noises likely as people react to the initial shock of the ice, and can be gently thrown at a friend to improve joyfulness

Benefits: rapidly cools the body, enhancing vaso-constriction and, therefore, helping circulation and the dispelling of toxins.

Rose Sauna

Offering a temperature of 80 – 100°C and a dry heat with just 3 -5% humidity, this is as close as you can get to that dreamy, holiday sensation of lying by the pool in perfect, hot conditions and feeling like you haven't a care in the world.

Built from Nordic pine with Baked Abachi and Rose Marble floor tiles, the sauna is drenched in natural light thanks to a feature window which overlooks the outside pool and garden area.

The natural light means the room reflects the changing seasons and time of day whilst additional lighting, filtered through hand-blown glass, adds shades of red, rose, lavender and peach. Images of blush-coloured English roses line the wooden panels.

Traditional sauna coals provide both the heat and humidity with essence of rose spritzed through the warmth.

Shower first then towel dry before enjoying 10-15 minutes followed by a trip to the ice fountain or the fresh experience shower. Rest for a few minutes before entering the next heat room. Use the Thought Zone, foot spa area or pools for the rest elements.

Benefits: stimulates circulation – improves detoxification – improves immune system cleanses the body.

Kneipp Hoses

Named after a German priest Sebastian Kneipp who lived in the 19th Century and was at the forefront of hydrotherapy treatment at this time. He was inspired by the sensation of walking on soft grass covered in a light dew. You should use these regularly to help cool the body down. Allow an arch of water to fall on your feet and hands primarily around pulse points.

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An extensive **image library** of Ragdale Hall Spa and our facilities is available upon request – please email marketing@ragdalehall.co.uk for a WeTransfer link

Standard overnight package

Hotel spa

Breakfast



Limited treatments available



Ragdale Hall Spa

Breakfast
Lunch
Dinner

At least one treatment included

(65 treatment rooms
+130 therapists
+100 treatments)

Spa

1 pool



6 pools including a Rooftop Infinity Pool

2 heat rooms



11+ heat rooms and water experiences

Facilities

1 Gym



1 Gym
2 Exercise studios
18 classes a day
Tennis courts
Mountain bikes

0 Beauty salon



1 Beauty salon

1 cafe bar



2 cafe bars & 1 cocktail bar

0 retail areas



3 retail areas including Beauty Shop, Boutique and Gift Shop

1 relaxation room



8 relaxation rooms