



# HOAR CROSS HALL

STAFFORDSHIRE

The team at Hoar Cross Hall are dedicated to helping you take every opportunity to enjoy the facilities and treatments that we offer. However, we must also ensure that we all stay safe during our time within the property.

## Our commitment *to you*

- We will make every reasonable effort to make sure that our equipment and facilities are in a safe condition for you to use and enjoy.
  - We will take all reasonable steps to make sure that our staff are qualified to the therapy and fitness industry standards.
  - If you tell us you have a disability which puts you at a substantial disadvantage in accessing our equipment and facilities, we will consider what adjustments, if any, are reasonable for us to make.
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## We kindly ask that you...

- Familiarise yourself with this Health Commitment Policy before your visit and use of our facilities
- Seek advice from a medical professional if you have a medical condition which might affect how you are able to use or enjoy our treatments, spa facilities and leisure equipment
- If you have a medical condition or disability you think we should know about, please have a chat with us so we can be mindful when carrying out your treatment or teaching your class
- Please let us know immediately if you feel ill while having treatment, using our equipment or facilities. We have first aid trained team members who will be able to help
- Please follow our in-house guidance on using the pool and heated rooms safely. We strongly advise not to stay in hot areas for too long, or use the areas straight after consuming food or alcohol
- Let us know if you are pregnant, we can give advice on which facilities are safe to use and which treatments would suit you
- Ask for help before using gym equipment whether a seasoned gym-goer or new to exercise, we'd like to be able to cover everything properly with you
- Please be advised for your safety no glass is to be taken into the changing rooms or poolside areas