**Welcome to Serenity Treatment Rooms**

We are looking forward to having you back here at Serenity Treatment Rooms.

We will be open from 15th September. You can contact us on 01600775134

Or Email at: serenityspa@monmouthshire.gov.uk

We do have a limited menu available, please check our new treatment list and prices. As we all know these have been very unprecedented times, and we look forward to welcoming you back both old and new. We would ask if you could please read through our frequently asked questions as there has been some changes to how things will work here at Serenity Treatment rooms. And we will do everything we can to ensure the safety of our customers and staff.

Opening hours:

Tuesday 9.15am – 5.15pm

Wednesday 9am - 5pm

Thursday 9am – 7.30pm

Friday 9am – 5pm

Saturday 9am – 5pm

**Frequently asked questions**

**Am I required to wear a mask?**

Yes. For the protection of yourself and your therapist you will be required to wear a face covering/ mask.

**Do I need to wear my own face covering/mask?**

Yes.

**Do I need to pay for my treatment upon booking?**

Yes. Full payment is required when booking an appointment.

**Can I pay with cash?**

No. We are currently not taking any cash to reduce the risk of COVID – 19.

**How Will I pay for my treatment?**

We will be able to take payment over the phone or with in the leisure centre. You can contact us or we will arrange a time that’s convenient with you, to make payment.

**What if I need to cancel my appointment?**

Unfortunately, we are not offering refunds on your cancelled appointments, however, if you need to reschedule you are required to give us 48hrs notice.

**Where will I need to wait for my appointment?**

We will have two designated parking spaces for serenity Treatment Rooms, at the rear of the building, we will ask if you could please wait in your car until we are ready to collect you at the fire exit doors.

**Will refreshments be available to me?**

At this time, we will not be offering any refreshments. You are welcome to bring you own drink to your appointment.

**Can I use my Gift Voucher?**

If your voucher expired after March 1st 2020 then we will honour your voucher and it will be extended for 6 months from Sept 15th 2020.

**What treatments can I have?**

We do currently have a limited menu, we will not be treating above the neck, please see treatment list to find out what is available.

**Are the spa facilities open?**

At this time, we will not be reopening the spa facilities (Jacuzzi, sauna & steam rooms).

01600775134

Serenityspa@monmouthshire.gov.uk