



## Thermae Bath Spa Access Statement

**This access statement does not contain personal opinions as to our suitability for those with disabilities, but aims to accurately describe the facilities and services that Thermae Bath Spa offers to all our guests and visitors.**

Thermae Bath Spa is the only place in Britain where you can bathe in the natural thermal, mineral-rich waters just as the Celts and Romans did over 2,000 years ago. It is located in the centre of Bath in Bath Street and Hot Bath Street, close to the Roman Baths.

The prime attraction is the naturally warm, mineral-rich water, which feeds the four thermal baths. In addition, there is a Wellness Suite, a shop, and a café. Thermae also offers a wide choice of spa treatments and packages.

Thermae Bath Spa, is a combination of old and new, where historic spa buildings blend with contemporary design. In addition to the main spa there is the historic stand alone Cross Bath which can be hired for exclusive use.





# THINKING OF VISITING?

We hope the following information will provide our visitors with information to help determine whether Thermae Bath Spa is accessible for them.

As a complex of 18<sup>th</sup> century historic and listed buildings combined with bathing pools and steam rooms, we know that it is not always easy to navigate. We encourage guests to get in touch to discuss their needs and are always happy to arrange a tour before they visit so that they can make up their own minds.

Please note:

The spa can get very busy, particularly during school holidays, bank holidays and weekends.

The spa facilities are based over six floors – all accessible via a lift or stairs. When the spa is busy there is an increased demand for the lifts and sometimes guests have to wait until one becomes free.

Due to its very nature, floors tend to be wet and the Wellness Suite steam rooms vary in temperature starting at 36°C.

There is no seating or seating area on the rooftop pool.

Some doors open inwards, others open outwards.

We advise guests with accessibility requirements to visit with a friend or carer who can help them navigate the spa.

We offer a £20 discount to visitors with disabilities and their carer.

Our own staff are not manual handling trained and there is no doctor on site.





Thermae Bath Spa

# PRE-ARRIVAL CONSIDERATIONS



# GENERAL INFORMATION

The internal floors are level stone apart from Treatment areas which are lino and the Springs Café which has a laminate floor.

All floors are staffed at all times apart from the Changing Suite on the upper ground floor, and the Wellness Suite on the second floor.

Due to the restful nature of the Spa we do not permit the use of mobile phones or cameras within the complex.

The lighting in the Spa is ambient and varies in different parts of the complex. The treatment rooms have dimmed lighting to encourage relaxation.

The decor is either white, or pale colours.

There is background music throughout the Spa.

Much of the environment is 'wet'. Regular housekeeping and mopping up is conducted but extra care should be exercised by guests.

The entire Spa is a non-smoking complex, including e-cigarettes.

We offer a £20 reduction on spa sessions to all disabled guests and also to their carers.

Children under 16 are not permitted in Thermae Bath Spa apart from in the Cross Bath where the age limit is 12 and they must be accompanied by an adult on a 1:1 basis. Proof of age required.

We do not offer treatments to people under the age of 18.

Please share any information about any disability you might have with us before your arrival, so we can make the experience work for you.



- Thermae is wheelchair accessible with lifts, sloping corridor or ramps to all locations (except Thermae Bath Spa Shop); floors are level and main complex areas can also be reached via the main staircase (straight flights with hand rails both sides or Rotunda Stairs (spiral with hand rails on one side) but there are some constraints due to the historic structure and nature of the environment.
- No guarantee can be given that electric wheelchairs can be stored during the visit due to limited space, and passageways / fire exits are required to be kept clear at all times. Mobility scooters are not permitted in the Spa but there is a covered area outside the Main Reception, where they can be left at owner's own risk.
- Electric wheelchairs are not permitted at poolside or in the Wellness Suite. There are poolside wheelchairs for guests to gain access to the facilities. These are for general use and not allocated to a given guest. Staff are not available to push guests around the Spa, so we advise bringing a carer to assist.
- Mobility scooters are not permitted in the Cross Bath. There is a covered area outside the entrance, where they can be left at owner's own risk.
- There is an accessible unisex changing room, showers and toilets.
- Many of the therapy beds can be lowered to assist access. However, there are no hoists or adult changing tables in the changing rooms or treatment rooms.
- All the pools have an assisted pool access chair or hoist and our pool attendants are fully trained in the operation of the chairs and hoists.
- Maximum weight for safe operation of hoists/pool chairs is 136kg (21 stone).
- It must be noted that our staff are not 'person manual handling' trained. We would advise that you bring a carer. If this is not possible please contact us in advance so that we can discuss your requirements.
- We welcome guests with service dogs and advise that advance notice be given if possible. We can provide a designated area where they can stay, and a bowl of water.

If you have any questions, please contact our Reservations team on 01225 331234 or [reservations@thermaebathspa.com](mailto:reservations@thermaebathspa.com)



# BEFORE YOU ARRIVE

If you have any special requirements, you are advised to contact us prior to your visit or booking to discuss arrangements / requirements.

We are happy to arrange an escorted familiarisation tour prior to your visit. Where possible we would do this before we open in the morning.

Thermae Bath Spa's access statement is available on our website, at our reception, via email or by post and on request, in large print format.

Thermae Bath Spa is in the centre of the city of Bath, just 100m from the Roman Baths. It is about 800m from Bath Spa railway station and the central Bus Station.

For information on:

- Park & Ride: [travelwest.info/park-ride\\_or\\_https://www.firstbus.co.uk/bristol-bath-and-west/routes-and-maps/bath-park-and-ride](http://travelwest.info/park-ride_or_https://www.firstbus.co.uk/bristol-bath-and-west/routes-and-maps/bath-park-and-ride)
- Parking: [www.bathnes.gov.uk/services/parking-and-travel](http://www.bathnes.gov.uk/services/parking-and-travel)
- Shopmobility: 50m from Thermae Bath Spa at Assured Mobility, 2-4 Hot Bath Street, Bath BA1 1SJ  
Tel: 01225 831960.  
[www.assuredmobilityltd.co.uk/bath/](http://www.assuredmobilityltd.co.uk/bath/)

Contact Thermae Bath Spa:

- Email: [reservations@thermaebathspa.com](mailto:reservations@thermaebathspa.com)  
Tel: 01225 331234



# THERMAE BATH SPA

**Thermae Bath Spa** (the main spa, also known as The New Royal Bath): a contemporary building on six levels, access via two lifts and two sets of stairs. It comprises of the following and the stand-alone Cross Bath:

3 3 <sup>RD</sup> FLOOR	ROOFTOP POOL
2 2 <sup>ND</sup> FLOOR	WELLNESS SUITE TERRACE WELLNESS TREATMENT ROOMS UNISEX TOILETS & ACCESSIBLE TOILET
1 1 <sup>ST</sup> FLOOR	SPRINGS CAFÉ SPRINGS TREATMENT ROOMS UNISEX TOILETS & ACCESSIBLE TOILET
UG UPPER GROUND FLOOR	UNISEX CHANGING SUITE & ACESIBLE CHANGING ROOM LOCKERS
G GROUND FLOOR	MAIN RECEPTION THERMAE BATH SPA SHOP
LG LOWER GROUND FLOOR	MINERVA BATH MINERVA TREATMENT ROOMS UNISEX TOILETS AND SHOWERS, ACCESSIBLE TOILET & SHOWER



The Hot Bath

# MEDICAL CONDITIONS



# MEDICAL CONDITIONS

If you are pregnant, have a known allergy, or suffer from a medical condition such as high blood pressure, diabetes, or have had cancer within the past five years, please consult your doctor.

Following this advice, please notify us of any condition of which we should be aware prior to completing your booking, or if your medical condition subsequently changes after your booking has been made.

We reserve the right to request and view a doctor's letter prior to entering the Spa or providing a treatment on medical grounds or ask that you sign a disclaimer.

There are First Aiders on site but no doctors or medically trained staff.







Reception

# ON ARRIVAL



# ON ARRIVAL

The main reception is located in the main entrance in Bath Street. It has automatic doors (1.20m wide, 47 ins) with level access and level floor throughout.

The main reception is staffed throughout our opening hours (9am to 9.30pm. The pools and Wellness Suite close at 9pm).

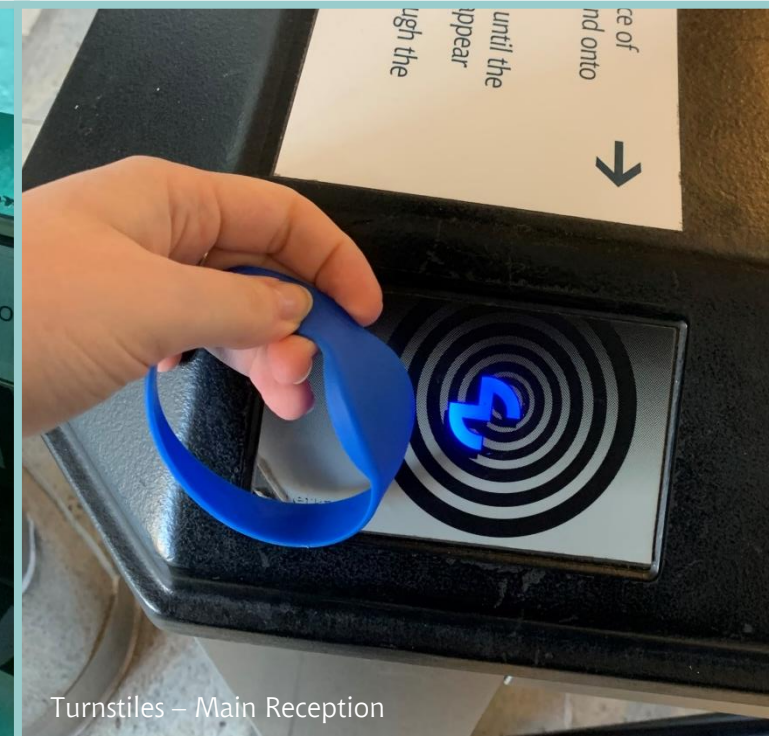
If you require assistance or cannot stand to queue please contact us in advance or tell our staff on arrival.

On arrival at the Spa you will be 'checked in' at the main reception and will be given a wristband to be worn during your stay.

The wristband contains a microchip and acts as the key to your locker and a means of recording any purchases made in the Springs Café, so there is no need to carry cash while you are enjoying your visit. The wristband is presented at the end of your stay to settle any outstanding payments.



Lockers – Changing Suite



Turnstiles – Main Reception

# ON ARRIVAL

Thermae Bath Spa is a phone-free zone and you will be asked to place your mobile devices into a Yondr Pouch which prohibits their use, during your stay.

Once booked in, you may proceed via turnstiles or a wide access for wheelchairs to the main spa facilities and the Changing Suite on the Upper Ground floor, via lifts on the ground floor at the side of the main reception, or via the stairs at the right hand side of the lifts.

If you are booked in to the Cross Bath across the road (see section on the Cross Bath for further information) you will be directed to the entrance.

Towels and robes are included in the price of a spa session or you can bring your own. Swimwear is to be worn in public areas.

The lockers are of a limited size to store your clothes and personal belongings. For security reasons we cannot store large bags or suitcases.



Main Reception





Chromotherapy Showers

# LIFTS, SHOWERS AND TOILETS

LIFT LOCATED ON EVERY  
FLOOR  
TOILETS LOCATED ON LG, 1<sup>ST</sup>  
AND 2<sup>ND</sup> FLOORS  
SHOWERS LOCATED ON LG

# LIFTS, SHOWERS AND TOILETS

## Lifts

- There are lifts to every floor except to the Minerva Treatment Rooms where there is a sloping corridor (access via lower ground) and there are two steps to the Thermae Bath Spa Shop.
- The lifts have sliding doors, voice announcements for each floor. There is an absorbent matting on the lift floor, which can be removed.
- The doors to the accessible toilets on the other floors are 84cm (33ins) wide.
- The lifts are large enough to accommodate a wheelchair (doors are 77cms or 31ins wide, depth is 1.40m or 55ins).
- The buttons to call the lift are approximately 1.30m (51ins) from the ground. The buttons inside the lift are 1m (39ins) from the ground.

## Showers and Toilets

- The main complex has accessible unisex toilets on the lower ground floor, first floor and second floor. They are all accessible via a lift and a level stone floor. They can also be reached via the main staircase.
- On the lower ground floor, the accessible unisex shower and toilet both have doors which open outwards. The doors are 91cm (36ins) wide.
- The doors to the accessible toilets on the other floors are 84cm (33ins) wide.
- All the accessible toilets have a moveable support rail. The facilities are unisex and there is an emergency pull cord.
- The toilets are well lit.





TERRACE  
WELLNESS TREATMENT ROOMS  
TOILETS

SPRINGS CAFÉ  
SPRINGS TREATMENT ROOMS  
TOILETS

CHANGING SUITE  
LOCKERS

MAIN RECEPTION  
THERMAE BATH SPA SHOP

MINERVA BATH  
MINERVA TREATMENT ROOMS  
TOILETS AND SHOWERS

THERMAE  
BATH SPA  
HAND SANITISER

Thermae Bath Spa Shop

# THERMAE BATH SPA SHOP

LOCATED ON G FLOOR



# THERMAE BATH SPA SHOP

The Thermae Bath Spa Shop is inside the Spa, next to the main reception. It is accessed via two steps up, however, our staff are happy to assist by bringing you items to view at the shop entrance.

The shop sells a range of Elemis products and a small range of swimwear.







Minerva Bath

# POOLS

- 3<sup>rd</sup> Floor – Rooftop Pool
- LG Floor – Minerva Bath
- Cross Bath (Separate Building)



# POOLS

- All pools have an assisted hoist / chair to aid entry/exit from the pool.
- Maximum weight for pool hoist/chair is 136kg (21 stone).
- All pools are 1.35m deep (53ins) and temperature is approximately 33.5 degrees Celsius (92.3 degrees Fahrenheit).
- Floatation devices are available on request.
- The Cross Bath and Minerva Bath have low reclining seating available around the poolside. (see section on the Cross Bath for further information).
- The Rooftop Pool (main complex) has no seating around the poolside, however, there are Jacuzzi benches in the water where you can relax and enjoy the views.



Rooftop Pool



Minerva Bath





Springs Café

# 1<sup>ST</sup> FLOOR

SPRINGS CAFÉ  
SPRINGS TREATMENT ROOMS



# SPRINGS CAFÉ

On the first floor, the café can be accessed via the lift and main stairs.

It is well lit with large windows, which make the most of the natural daylight and spotlights.

The floors are wood laminate.

Tables and chairs are not fixed and can be moved to allow for wheelchair access.

The café is self-service.

Wherever possible we cater for a range of dietary requirements. Please get in touch if you have specific requirements.

Our staff are here to help.







Wellness Suite

# 2<sup>ND</sup> FLOOR

WELLNESS SUITE  
TERRACE  
WELLNESS TREATMENT  
ROOMS



# WELLNESS SUITE

On the second floor, accessible by a lift or stairs. Entrance door by the lifts, 85cm (33ins) wide. Entrance door access from the Rotunda staircase, 75cm (29ins) wide.

Doors to each room are 1m (39ins) wide and open out.

The floor can be wet.

Operating Temperatures:

- Steam Rooms – 45° C
- Infrared Room - 55° C
- Celestial Relaxation Room - 36° C
- Ice Chamber - Cool



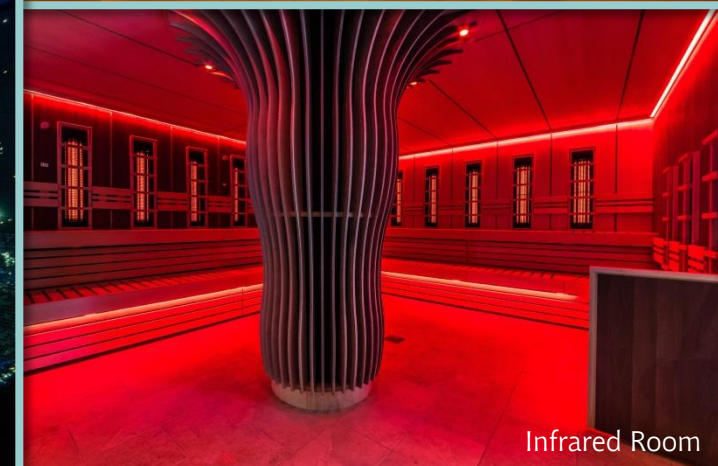
Ice Chamber



Roman Steam Room



Celestial Relaxation Room



Infrared Room



# WELLNESS SUITE

On the second floor, accessible by a lift or stairs.

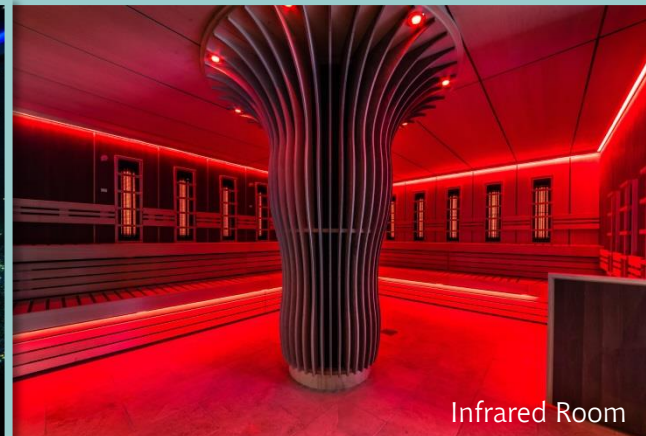
Entrance door by the lifts, 85cm (33ins) wide.  
Entrance door access from the Rotunda staircase,  
75cm (29ins) wide.

Doors to each room are 1m (39ins) wide and open out.

The floor can be wet.

Operating Temperatures:

- Steam Rooms – 45° C
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# WELLNESS SUITE

## **Roman Steam Room**

Hand-crafted, traditional stone seating (height 43 cm, 16ins). The steam is infused with the stimulating aroma of botanicals and flowers.

## **Infrared Room**

Infrared Room, which transmits soothing heat much deeper into the muscles and joints than traditional Saunas. Acacia and lime wood panels and seating (46cm, 18ins high) with a warm amber lighting.

## **Georgian Steam Room**

Warm lighting and garden scenes fill the space. Seating is 46cm (18ins) high. Steam is infused with floral fragrances.

## **Celestial Relaxation Room**

A darkened room with soothing, twinkling lights and calming sounds. Seats are reclining and low level (40cm, 15 ins high). They are fixed in place and on average 38cm apart.

## **Ice Chamber**

Ultrasonic vibrations create a gentle mist and flaked ice can be poured over the body. Seating height is 46cm (18ins).



# WELLNESS SUITE ADVICE

## Do NOT use the Wellness Suite if you:

- suffer from heart disease or circulatory problems
- have high or low blood pressure
- have diabetes
- are pregnant
- are taking medications or recently undergone surgery
- have any condition causing an inability to perspire or which may affect your reaction to heat
- have an infectious skin disease, sores or wounds
- have any other medical conditions receiving treatment
- have a fever or feel unwell
- have consumed a heavy meal or excessive alcohol.

## We advise that you:

- drink plenty of water before/during your session to replace fluids lost during perspiration. Drinking fountains are available.
- remove glasses/contact lenses and any metal jewellery
- take a warm shower before use of the steam rooms and sauna
- relax in each room for a maximum of 15 minutes or less if not comfortable
- rest for at least five minutes before re-entering a steam room and have a shower
- when entering the Ice Chamber take care not to slip on any ice crystals
- do not throw or ingest the ice
- take a final shower before leaving the Wellness Suite.

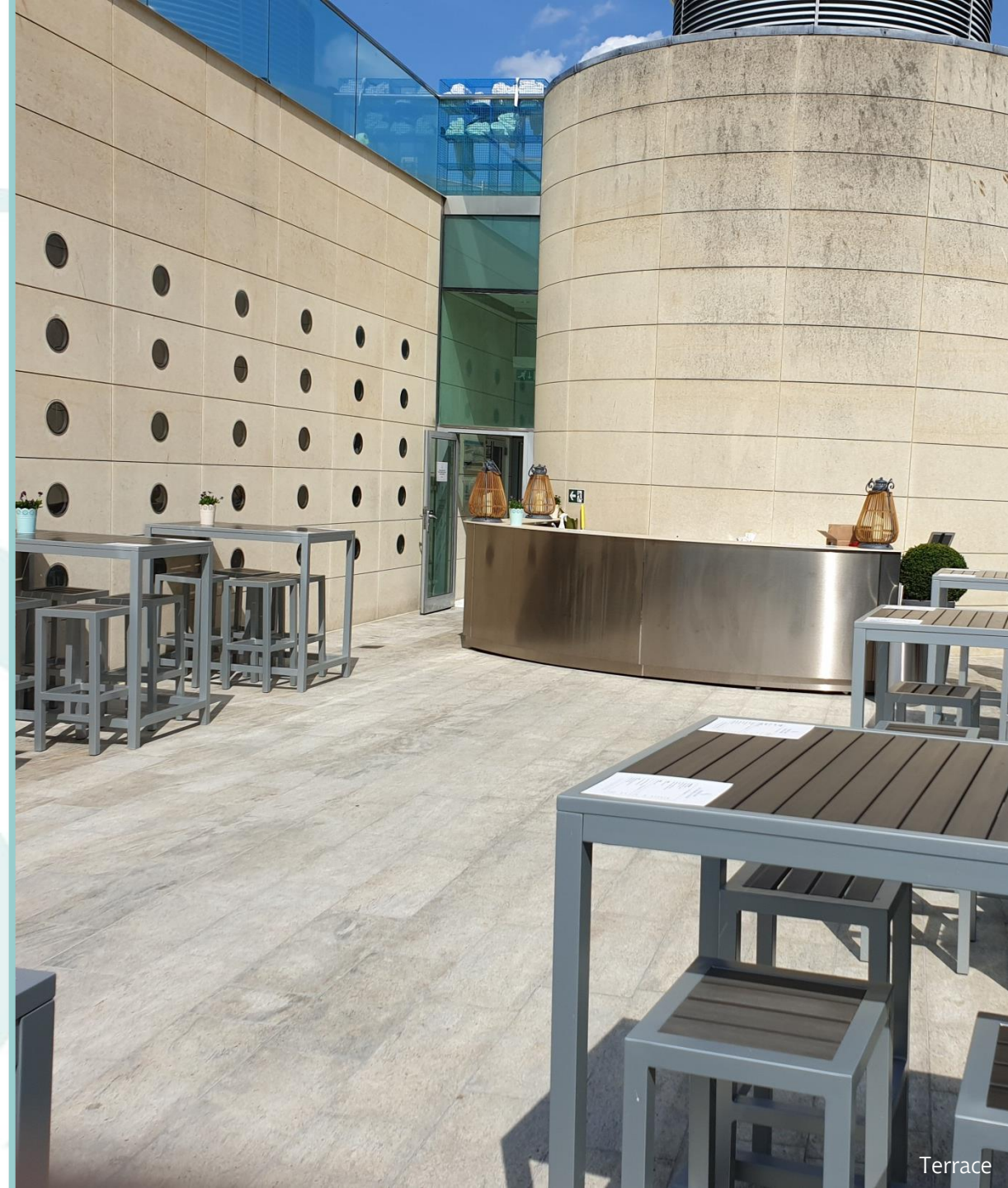
Too long an exposure to high temperatures may result in nausea, dizziness or fainting.

Should you experience any feelings of illness, please leave the Wellness Suite immediately and advise a member of staff.

If you are in any doubt please check with a member of staff before using the Wellness Suite facilities.

# TERRACE

- An outdoor terrace on the second floor, which is accessible via stairs and lifts.
- The entrance near the lifts and main staircase is 80cm (31ins) wide.
- The entrance from the Rotunda staircase is 78cm (30ins) wide.
- The floor is level and paved.
- There are tables (1.1 m, 43ins high) and high stools (76.2cm tall).







Massage

# TREATMENT ROOMS

LG Floor – Minerva Treatment Rooms  
1<sup>st</sup> Floor – Springs Treatment Rooms  
2<sup>nd</sup> Floor – Wellness Treatment Rooms

# TREATMENT ROOMS

- Every customer will be asked about contra-indications at the time of booking a treatment and upon arrival at the treatment reception desks. If you have a medical condition we may ask for a doctor's letter or ask you to sign a disclaimer before the treatment.
- The showers which are in some of the treatment rooms are not fully accessible and require the guest to walk into them, however shower seats are available.
- Staff are not 'person manual handling' trained. If a guest requires assistance during treatment to manoeuvre then it is recommended a carer accompanies the guest.
- There is background music throughout the Spa.
- There are three treatment Room areas:
  - Minerva Treatment Rooms on the lower ground floor
  - Springs Treatment Rooms on the first floor
  - Wellness Treatment Rooms on the second floor

**Please advise our staff at the time of booking if you have any medical conditions or special requirements.**



# MINERVA TREATMENT ROOMS

On the lower ground floor, which is accessible via a lift and sloping corridor.

Entrance to each room is via a door 83cm (32ins) wide.

There is level entry throughout and the height of most of the therapy beds is adjustable. Please advise us of any medical conditions at the time of booking.

There is level entry to the relaxation area and low reclining chairs.

**Please advise our staff at the time of booking if you have any medical conditions or special requirements**



Entrance to Minerva Treatment Rooms



Minerva Treatment Room

# SPRINGS TREATMENT ROOMS

On the first floor, which is accessible by a lift or stairs.

The entrance door to the reception area is 90cm (35ins) wide.

The door to each treatment room is 1.10m (43ins) wide.

There is level entry throughout and the height of most of the therapy beds is adjustable.

- **Please advise our staff at the time of booking if you have any medical conditions or special requirements.**



Springs Treatment Room



# WELLNESS TREATMENT ROOMS

On the second floor, which is accessible by a lift or stairs.

The entrance door to the treatment area is 85cm (33ins) wide.

The door to each treatment room is 75cm (29ins) wide. There is level entry throughout and the height of most of the therapy beds is adjustable.

**Please advise our staff at the time of booking if you have any medical conditions or special requirements.**







Cross Bath

# THE CROSS BATH

Located in a stand-alone building



# THE CROSS BATH

Across the road from the main reception, the Cross Bath is an 18<sup>th</sup> Century listed building, available for swim sessions and exclusive hire.

A dropped curb edge gives access on ground level, with double main doors and a level stone floor.

There is an accessible unisex toilet/shower area which is also an accessible changing area. The doorway is 78cm (30ins) wide.

There is also a separate toilet, two changing cubicles, showers and lockers to store clothes and personal belongings.

The outdoor pool is 1.35m (53ins) deep, with assisted access chair (max weight 136kg - 21 stone).

The water temperature is approximately 33.5 degrees Celsius (92.3 degrees Fahrenheit). The area around the sculpture is 45 degrees Celsius (113 degrees Fahrenheit).

There is a chair hoist to assist entry to the pool (maximum weight 136kg – 21 stone).





# OPENING TIMES

## **New Royal Bath – Main Spa**

**09:00 – 21:30** (Pools and Wellness Suite close at 21:00)  
excluding Christmas Day, Boxing Day and New Year's Day

**09:00 – 20:00** (Pools and Wellness Suite close at 19:30)  
on Christmas Eve and New Year's Eve

## **Telephone Reservations**

**09:00 – 20:00** (Mon – Fri)

**09:00 – 17:00** (Sat – Sun & Bank Holidays, Christmas  
Eve and New Year's Eve)





# PRICES

<b>Thermae Welcome –</b> A 2-hour spa session, including access to our iconic Rooftop Pool, sensory Wellness Suite and indoor Minerva Bath			
<b>Standard Entry</b>		<b>Accessible Entry (including carers)</b>	
<b>Mon – Fri</b>	<b>Sat &amp; Sun</b>	<b>Mon – Fri</b>	<b>Sat &amp; Sun</b>
£40	£45	£20	£25

If you would like a treatment, please see our [website](#) for more information

<b>The Cross Bath –</b> 1 1/2 hour Swim Sessions	
<b>Standard Entry</b>	<b>Accessible Entry (including carers)</b>
<b>Mon – Fri</b>	<b>Mon – Fri</b>
£40	£20

# CONTACT US

If you have any questions about your visit or would like to book, please contact us on the following:

**Email:** [reservations@thermaebathspa.com](mailto:reservations@thermaebathspa.com)

**Tel:** 01225 33 1234



# FIRE EVACUATION

Thermae Bath Spa has three fire evacuation chairs. As pictured here;

They are located on the third floor, Rooftop Pool, Second floor, Wellness Suite and the first floor Springs Café.

In the event of a fire evacuation, our Staff are fully trained to use this equipment to assist in a safe evacuation.



Fire Evacuation Chair on First Floor