

GROUP  
SAFETY INFORMATION GUIDE  
FOR  
THERMAE BATH SPA



## **FOREWORD**

Thank you for choosing Thermae Bath Spa for your visit.

Thermae Bath Spa is where past, present and future join together for a special spa experience. Located in the World Heritage City of Bath you can enjoy Britain's only natural thermal waters as the Celts and Romans did over 2000 years ago.

Thermae Bath Spa is a day spa where you can bathe in the naturally warm, mineral-rich waters and choose from a range of spa treatments designed to ease the body and soothe the mind.

Due to the impact of larger groups on other users of the Spa, there is a restriction on the number of a group, this limited to **a maximum of 6 throughout the building.**

## **Spa Etiquette**

Out of respect for the peace and privacy of our guests, we would request that you demonstrate appropriate behaviour, such as maintaining reasonable noise levels and not being too intimate.

The Thermae Bath Spa philosophy has been developed from over 20 years' experience within the spa industry. It is based upon the principles that prevention is always better than cure and that there is a need to rebalance our lives, alleviate stress and encourage well-being.

We are committed to the safety of our guests, visitors, contractors and staff whilst on our premises and health and safety is a fundamental part of our operation. Our Health & Safety Policy is reviewed annually, and our Health & Safety Management System is reviewed on a regular basis. We have Public and Employer Liability Insurance.

Due to the amount of individual Risk Assessments that cover the Thermae Bath Spa operations it is not possible to send them out on an individual basis. This document has been produced to assist you with your task of developing / conducting a visit risk assessment. It contains some information and a general risk assessment.

We hope this document is of assistance to you and answers some questions you may have. However if you have any other questions or you require any further information please do not hesitate to contact us and we will do our very best to assist.

Contact Details: Reservations  
Phone No: 01225 331234

Your call will be referred to an appropriate manager / arrangements made to return your call.

Kind Regards,

**Angela Bonner**  
**Director of Spa Operations**

## **GENERAL INFORMATION**

## Water temperature & depth of baths

All the baths are a depth of 1.35 metres. The temperature of the water in all the baths is approximately 33.5°C.

## Age Restrictions

In the New Royal Bath, children under 16 are not permitted. We regret that we do not offer spa treatments to young people under 18. Proof of age required.

The standalone Cross Bath is available for both individual and exclusive hire (see website: [www.thermaebathspa.com](http://www.thermaebathspa.com)) not available. age restrictions for its use is children of 12 and over are permitted when accompanied by an adult on a 1:1 ratio only available

## Group Leaders and Members

Group leaders are to ensure good conduct by all group members. We require that all group members who need supervision or/and assistance are accompanied by a sufficient number of able and responsible adults throughout their visit in order to satisfy any of the group member needs. It is the responsibility of group leaders to assess a suitable ratio of adults to group members and take account of the needs of such members.

For the safety of your group, we ask that you observe this supervision / assistance condition at all times in the Spa. This condition may only be adjusted by prior arrangement with us and failure to observe this rule may result in the group being requested to leave without refund.

## Pets & Animals

We cannot allow guests to bring pets or animals into the Spa. Please advise us in advance if you have an assistance dog, so that appropriate arrangements can be made.

## Visitors requiring medication

Please ensure that you are carrying any necessary medication for your group. The administration of such medication is the responsibility of the group organisers and this cannot be carried out by our First Aiders. If any of your group has severe allergies, we would ask that you inform us in advance in order to notify the First Aiders. We also request that you notify our Restaurant staff if appropriate.

## SUMMARY HEALTH & SAFETY INFORMATION

### Legal framework

We take necessary steps to comply with the Health and Safety at Work Act 1974 and The Management of Health and Safety at Work Regulations 1999, made under the 1974 Act.

- Thermae Bath Spa's health and safety policy is regularly reviewed. The health and safety policy is signed by the Director of Spa Operations.
- Risk Assessments are undertaken by all departmental Managers in relation to the work activities that they manage and the potential persons that could be affected.
- A copy of the Public Liability Insurance is available on request.
- The Spa is enforced by the Health and Safety Executive and Environmental Health Department.
- The baths within Thermae Bath Spa are for bathing and are not swimming pools, however the primary guidance for pool safety (*Managing Safely in Swimming Pools HSG 179*) is used. Pool water quality is maintained in accordance with standards laid down by the Pool Water Treatment Advisory Group (PWTAG) and lifeguards are trained under Royal Life Saving Society/Institute of Qualified Lifeguards standards.

### First Aid

We have qualified First Aiders on site. First Aid staff will deal with minor injuries and the initial stages of more serious injuries until the emergency services arrive on site. When an ambulance is required on site, to prevent accidental multiple calls regarding the same incident, the 999 call is made from main reception who will have been informed of the nature of the injury and the casualty's details by the First Aid staff attending the incident. For minor injuries which require hospital attention we will endeavour to provide transport to the nearest facility. The nearest hospital with Accident and Emergency facilities is approx. 2 miles away.

### Operational and Training

The operation of equipment and provision of services are carried out according to documented operational procedures. The operational procedures are produced using information supplied from the manufacturers' and suppliers' guidelines, supplementary information, and results/information found while conducting risk assessments. Both the operational procedures and risk assessments are individually reviewed on a regular basis using all available information.

Thermae Bath Spa requires that members of staff have a high level of competence for their tasks. Staff training is based on the operating procedures written individually for each activity. All members of staff undergo training in Health, Safety and Fire related matters.

### Food Safety and Hygiene

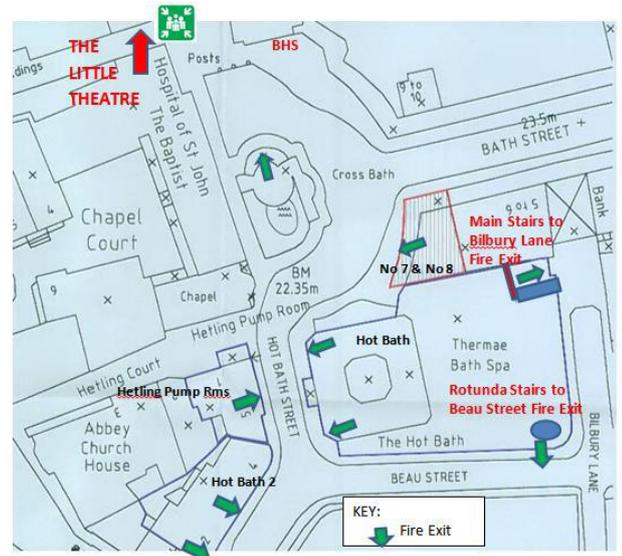
Our restaurant is operated by trained staff under strict hygiene standards to comply with the Food Hygiene (England) Regulations 2013 and the Health and Safety at Work Act 1974. Regular inspections are carried out internally and by the local environmental health authority.

## Fire & Emergency Planning:

Thermae Bath Spa has an emergency plan and procedure that would be invoked in the event of any emergency situation. The emergency procedure covers all foreseeable major incident/emergency scenarios and has been developed and tested by means of practical exercises. Staff are trained in these procedures accordingly.

Group leaders should decide in advance how to divide responsibilities if a visit has to be curtailed in the event of an emergency. In this context it is helpful if a single person is appointed to be in charge of the whole group.

In the event of an emergency situation arising at Thermae Bath Spa, fire wardens will prepare visitors for evacuation and upon the solid continuous fire alarm sounding, guide and escort visitors to the Assembly Point (outside Little Theatre, by Cross Bath).



## Accessibility

We aim to ensure that our facilities are accessible to our visitors. There are lifts to all floors. There are no hoists or beds in the changing rooms.

Mobility scooters are not permitted inside the New Royal Bath nor be stored inside. Only manual wheelchairs are permitted by the baths and steam rooms. There are poolside wheelchairs available and special assistance chairs give access to the baths. The Health & Safety Executive advice and we have been advised by the Equality Commission that restricting access on the grounds of Health & Safety does not constitute discrimination. We trust you understand this decision which has been made in the interest of safety.

If there is a need to use a specialised wheelchair, please notify us in advance to enable a risk assessment be conducted with your requirements, any decision made will be with reference back to yourselves and any arrangements put into place for your visit.

Staff are not 'person' manual handling trained and any visitor requiring such assistance need to be accompanied by carer(s). The carer(s) must be of sufficient age and fitness to provide the disabled person with the care required. In the interest of everyone's safety, all lifting of a disabled person will be the carer's responsibility. This will also be required in the event of an evacuation.

Our full Access Statement is available via our website: [www.thermaebathspa.com](http://www.thermaebathspa.com). Further guidance on access and facilities for visitors with disabilities is available from our Guest Services Team. We would be grateful if you could advise us of any special access requirements.

## Features and Facility Breakdowns/Faults

Such breakdowns that may occur are usually beyond our control and we always endeavour to repair any breakdown as soon as possible. No refunds will be given for such faults that are outside of our control.

## **CODE OF CONDUCT FOR VISITING GROUPS**

Behaviour, discipline and welfare of group members are the responsibility of the group leader at all times whilst at Thermae Bath Spa.

### **On arrival**

You will be given a locker Smartband on arrival and you can return to your locker at any time.

Please share these important rules with your group:

### **Swimwear & Clothing**

Swimwear should be worn in all public areas. Use of towel & robes are included in the cost of a spa session or packages. Robes should be worn in the Springs Cafe & Restaurant.

### **Jewellery and Valuables**

Please leave all personal valuables, including jewellery, in your locker. It is advised that metal jewellery is best removed as these can become hot from the heat. No responsibility for the safety of money or valuables of any kind can be accepted by the Company brought to the Spa. If you choose to bring valuables to the Spa, please ensure you have personal insurance.

No liability will be accept, under any circumstances whatsoever, for damage, injury or consequential loss, however caused, to our customers, their property and belongings unless it is solely due to negligence of the Spa, its employees or agents.

### **Spa Etiquette**

We aim to provide an environment where all our guests can enjoy the special atmosphere and facilities. Please walk calmly around the spa to avoid accidents.

Please respect the peace and privacy of our guests and demonstrate appropriate behaviour within the Spa. On the rare occasions that certain visitors misbehave the company reserves the right to ask visitors to leave the spa if their behaviour is deemed unacceptable. No refund will be made.

## Spa Experience

### Use of the Lifts

- We are reserving the use of lifts to disabled guests.
- We kindly requests that able bodied guests use the stairs.

### Mobile Phones & Cameras

Out of respect for the privacy of all guests and the restful atmosphere which we are trying to promote, neither mobile phones, iPads nor cameras are permitted to be used in the Spa. On arrival all guests will be asked to put their mobile phones in a Yondr pouch which leaves the phone unusable while inside the Spa.

<https://vimeo.com/747806831/8d02a6d409>

### Smoking, Liquids & Alcohol

Thermae Bath Spa is a non-smoking (including e-cigarettes) establishment, including the outdoor terrace. Due to the natural warmth of the thermal waters and the heat of the Wellness Suite, we recommend that you drink plenty of fluids during your visit. There are water fountains on each floor, except in the changing rooms. We advise against the excessive consumption of alcoholic drinks prior to or during your visit to the Spa. You are not permitted to bring in your own drinks, glass bottles or other refreshments. We reserve the right to refuse admission.

### Accidents & Emergencies

Please report accidents or emergencies to any member of staff or if you feel unwell.

## THE RISK ASSESSMENT - Groups

This risk assessment has been prepared to cover risks which are specific to our establishment. Our risk assessment commences from the time that a group arrives at Thermae Bath Spa. It does not cover risks which persons might experience in ordinary life or which could be classed as “common sense” risks (e.g. climbing on table and falling off; running around pools).

Thermae Bath Spa does not accept liability for any omissions to this list. Control measures indicated are recommendations only and must be adapted / amended by group organisers. Please ensure adequate supervisors are appointed for the number in your group.

<b>LEGAL REQUIREMENTS AND FACILITY INFORMATION</b>	
Public Liability	Thermae Bath Spa is covered by Public Liability Insurance.
Local Enforcement Agency	Bath and North East Somerset Council.
Engineering / Maintenance / Operation	The baths are managed in line with the Health & Safety Executives document HSG 179 entitled “Managing Safely in Swimming Pools”.
Food Safety and Hygiene	Our restaurant and kitchen operates in accordance with the Food Safety Act 2013. They are regularly inspected by the local Environmental Health Department.
Staff / Staff identification	All staff wears uniform or badge for easy identification.

<b>HAZARDS</b>	
Weather protection / Sun safety	The Roof Top Pool may require sun protection measures. If there is any lightening in the skies, the Roof Top Pool is closed.
Water	Cross Bath requires adult supervision of a child on ratio 1:1. All baths will have a member of staff in attendance.
Slips / Trips / Falls	The hazards noted: <input type="checkbox"/> Wet flooring <input type="checkbox"/> Steps and stairs All visitors should walk in a sensible manner and look where they are going.
High level areas	Handrails are provided where necessary. Care to be taken on terraces and Roof Top Pool. No climbing or lean over balustrades.
Reduced lighting	Some areas may have dimmed lighting or coloured lighting.
Changing/coloured lighting	Some areas have lighting that will change colour.
Enclosed spaces	Some treatment rooms may seem confined and the nature of some treatments means that a person is wrapped and enclosed; to some individuals this may feel confined. However no area for the visitors / guests can be defined as a confined space.
Door entrapment	Beware of opening / closing doors on fingers / feet especially as some persons may be bare footed.

<b>FACILITY ARRANGEMENTS</b>	
First Aid	Qualified first aiders are present on site. The nearest hospital is approx. 2 miles away.
Emergency planning	There is a contingency plan in the event of an emergency.
Fire safety	All buildings are equipped with portable fire fighting equipment, smoke detectors and fire alarms which are checked on a regular basis to ensure all equipment is in good working order. The fire alarm for full evacuation is a continuous sound / bell. On hearing the fire alarm group leaders must follow all evacuation procedures.
Wheelchair access	We aim to ensure that the Spa is accessible to all visitors. Further guidance on access and facilities for wheelchair users is available from our Guest Services Team or our website.
Unruly guests/visitors	There is a code of conduct for guests / visitors whilst using the facility. Staff are trained to enforce this for the benefit of all guests. Staff will instruct guests / visitors to modify their behaviour where necessary or you may be requested to leave. No refund will be payable in such circumstances. Groups members are restricted to a maximum of 6 in any area.
Age restrictions	Cross Bath = 12 years and over on 1:1 adult ratio. Main Spa = 16 years and above. Treatments = 18 years and above.
Lockers / storage facilities	Lockers are available in the Changing Rooms and operated by your Smartband. No oversized luggage can be stored and advice is given of locations where luggage may be left, also see our website.
Café	There is a cafe for drinks and snacks. Only food and drinks purchased in the restaurant may be consumed on the premises. All food and drinks are to be consumed in the Cafe
Welfare facilities	Toilets and Disabled Toilets are located on Lower Ground Floor, 1 <sup>st</sup> Floor and 2 <sup>nd</sup> floor in Main Complex and in Cross Bath. Disabled shower room is on Lower Ground floor in Main Complex and in Cross Bath. These are clearly sign-posted on maps & floor signs.
Additional costs	There is a cafe where drinks and food can be purchased and the cost is placed on to your Smartband. There is a Spa shop for the purchase of products.
Attraction signposting	Each floor has signage to guide visitors around and a map is available at Main Reception.