

# THE RETREAT

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## AT MATFEN HALL

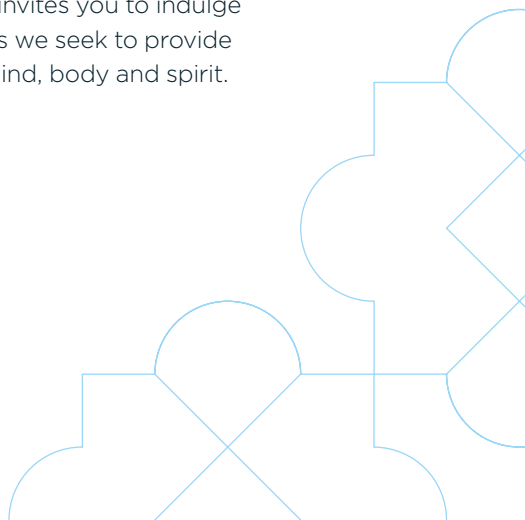
TREATMENT LIST & PRICES



**A visit to The Retreat at Matfen Hall isn't simply an hour or two of relaxation away from the stresses of everyday life; it's the start of a journey for your mind, body and spirit. It symbolises the time you've taken to invest in yourself. It's a time to pause, rewind and restart in an environment uniquely focused on your wellbeing.**

A key element to this is understanding where you came from as well as defining your future destination - after all, your pursuit of mindfulness, health and happiness is unique to you. At The Retreat, we will work with you to establish your wellbeing priorities, and then prescribe a programme of Treatments and Rituals from Germaine de Capuccini and Natura Bissé, that will put you at the centre of indulgence and sensation.

The Retreat at Matfen Hall invites you to indulge each one of your senses as we seek to provide harmony between your mind, body and spirit.



# OUR PHILOSOPHY

**At The Retreat, we create unique experiences that can't be found anywhere else and allow you to indulge in a true state of tranquillity, reflection and serenity.**

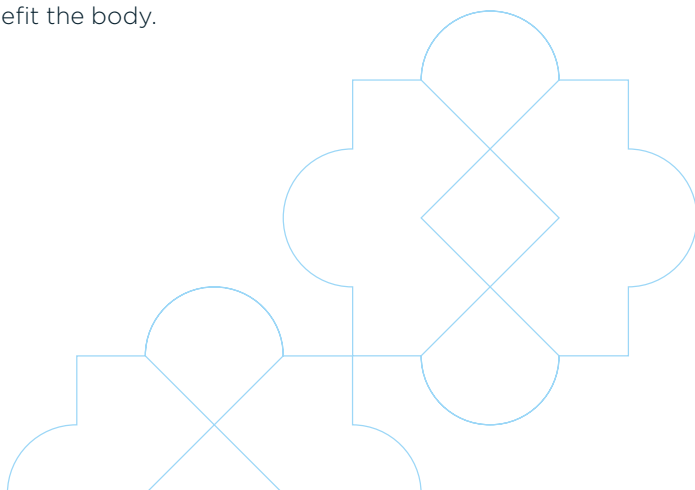
Our exclusive collection of Treatments and Rituals have been hand-picked to transform the soul, nourish the mind, and rejuvenate the body. Through very specialist techniques and immersive experiences, we nurture your wellbeing and mindfulness, proving that the power of touch remains invaluable, significant, and life-affirming.

It's because of this philosophy and focus on the mind, body and spirit that we work with like-minded, world-renowned luxury partners - Germaine de Capuccini (GDC) and Natura Bissé (NB) - to provide exceptional Treatments and Rituals to invigorate the soul and benefit the body.

## Germaine de Capuccini

Since their humble beginnings in 1964, Germaine de Capuccini has established an enviable reputation as one of Europe's leading skincare houses, fusing traditional and ritualist therapies.

With one of the most advanced laboratories in the world and combining natural active ingredients with cutting edge technology, Germaine de Capuccini is responsible for some of the most important breakthroughs in skincare technology. To this day, they remain one of the world's most important skincare brands, holding true to their original values of professionalism, quality, innovation and integrity.



## Natura Bissé

Prioritising the pursuit of excellence in everything they do, Natura Bissé deliver innovative experiences that yield transformative results. Confident in their belief that every skin is unique, they fuse pioneering technology with the most delicate human touch, allowing us to create unique experiences tailored to each individual.

As part of indulging in a Natura Bissé Treatment or Ritual at The Retreat, you will be welcomed into our Pure Air treatment room. Here, the pure air will stop pores getting blocked, seal your treatment, and allow the dermis to relax and protect itself against pollution, while reducing stress and premature cellular aging.

Transforming your experience into one of total relaxation and tranquillity, we're proud to offer this innovative technology as part of all Natura Bissé Treatments and Rituals.

# ESCAPE TO MATFEN HALL



**Rich in heritage, atmosphere and space, the Matfen Hall estate provides a 5 star unequalled paradise to stay, spa and golf in, nestled away in the heart of historic Northumberland.**

We look forward to sharing the unmistakable 5 star Matfen Hall experience with guests near and far. With five dining areas to eat and drink in, a luxury spa to relax in and a championship golf course to enjoy, we'll provide you with the opportunity to indulge each one of your senses during your stay with us.





# RETREAT DAYS



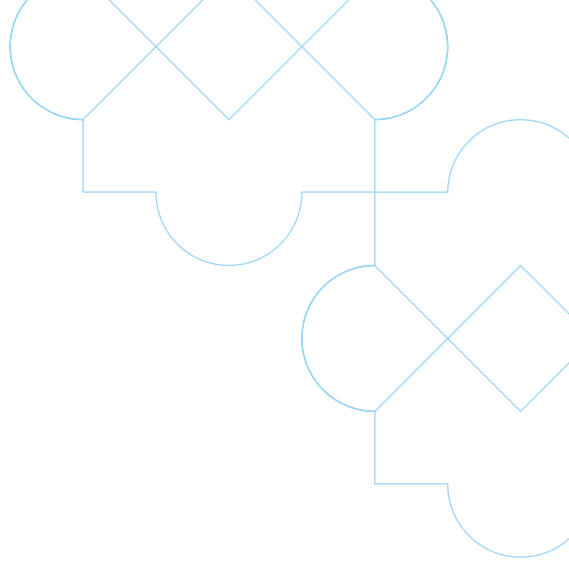
Access to our pool and other experience areas is included with all our Retreat Days, and each Retreat Day can be completely tailored to the individual needs of your mind, body and spirit.

# RETREAT DAYS

Everyone's mind, body and spirit are totally unique. At The Retreat not only do we understand this, we celebrate this. That's why each of our Retreat Days are carefully tailored to your individuality, allowing you to indulge in a true state of tranquillity, reflection and refinement.

To create your own bespoke Retreat Day, or to tailor one of our pre-prescribed Retreat Days to your own personal needs, we invite you to contact our dedicated team.





# THE RETREAT DAY

## WITH AFTERNOON TEA OR THREE-COURSE SEASONAL LUNCH\*

Transport yourself into a unique state of calm and tranquillity as part of the Afternoon Tea or three-course Lunch experience, with us. You'll be welcomed by a drink on arrival, before being shown to one of our treatment rooms where a therapist will help you relax into your chosen Natura Bissé or Germaine de Capuccini Treatment. Following your luxury experience, you'll be invited to enjoy Afternoon Tea or a three-course Lunch in the Lounge of The Retreat, before spending the rest of the afternoon as you please. Slip into the pool, relax in the jacuzzi, and re-energise in our sauna and steam room. Suitable treatments are available for mothers to be.

Available between 10am - 6pm Monday to Friday.

### TREATMENT TIME:

60 minutes

### PRICE PER PERSON:

£160.00

### INCLUDING:

Welcome drink on arrival  
A Germaine de Capuccini or Natura Bissé  
Face or Body Treatment  
Afternoon Tea or three-course Lunch in the  
Lounge of The Retreat  
Full use of the pool and experience areas  
Complimentary robes & slippers

### Upgrade to our Premium Facials for an additional £10

Time Expert Rides Collagen  
Face Therapy  
Skin-Zen Rose Face Therapy\*\*  
3D Collagen Shock Face Therapy  
Diamond Cocoon Face Therapy

### Your choice of Treatments include:

Phytocare Baobab Body Massage\*\*  
Cinnamon Warming Body Massage  
Mediterranean Candle Massage  
Matfen Hall Bespoke Detox And Pollution  
Defence Body Massage  
De-Stress Face Therapy\*\*  
Citrus Essence Vitamin C Boost Face Therapy\*\*  
Pollution Defence Face Therapy\*\*  
Purexpert Re-Balance Face Therapy

*\*Choose between a three-course seasonal lunch or Afternoon Tea. Includes £25pp spend on Lunch menu.*

*\*\*Suitable for mothers to be.*

# THE RITUAL RETREAT DAY

## WITH AFTERNOON TEA OR THREE-COURSE SEASONAL LUNCH\*

Tailored to your individuality and wellbeing, The Ritual Retreat Day is an indulgent experience. You'll arrive to a welcome drink and consultation with one of our therapists, before embarking on a journey of relaxation during your 90-minute Ritual. Here, you'll fall into a state of total serenity as our therapists ease away your stresses and target your problem areas. Then, you'll enjoy a delicious three-course Lunch or Afternoon Tea served in the Lounge of The Retreat, before choosing to spend the rest of your afternoon relaxing by the pool, immersed in the jacuzzi, unwinding in our sauna and steam room, and more. Suitable for our mothers to be.

Available between 10am - 6pm Monday to Friday.

### TREATMENT TIME:

90 minutes

### PRICE PER PERSON:

£200.00

### INCLUDING:

Welcome drink on arrival  
Afternoon Tea or three-course Lunch in the Lounge of The Retreat  
Full use of the pool and experience areas  
Complimentary robes & slippers

### Your choice of Treatments include:

Warming Mediterranean And Rose Skin-Zen Body And Face Ritual  
Radiance Boost In Dreamland  
Matfen Hall Detox Deluxe Ritual  
Matfen Hall Diamond Cocoon Delight

### Mother To Be Rituals

Phytocare Baobab Body Ritual  
Citrus Essence Radiance Boost Ritual

*\*Choose between a three-course seasonal lunch or Afternoon Tea. Includes £25pp spend on Lunch menu.*



# THE HALF DAY RETREAT

## WITH AFTERNOON TEA OR THREE-COURSE SEASONAL LUNCH\*

Indulge each one of your senses and immerse yourself in a state of total wellbeing with The Half Day Retreat experience, with us. You'll be welcomed by a drink on arrival, before relaxing into your chosen 30-minute Mini Marvels Treatment. Following your luxury experience, you'll be invited to enjoy a decadent Afternoon Tea or three-course seasonal Lunch in the Lounge of The Retreat, before choosing to spend the rest of your morning or afternoon relaxing with full use of our pool, jacuzzi, sauna and steam room. Suitable for mothers to be.

Available between 10am - 2pm or 2pm - 6pm Monday to Friday.

### TREATMENT TIME:

30 minutes

### PRICE PER PERSON:

£90.00

### INCLUDING:

Welcome drink on arrival  
30-minute Mini Marvel Treatment  
Afternoon Tea or three-course Lunch in the Lounge of The Retreat  
Full use of the pool and experience areas  
Complimentary robes and slippers

### Your choice of Mini Marvels

#### Treatment include:

Skin Drench Hydration Face Therapy  
De-Stress Face Therapy  
Pollution Defence Face Therapy  
Dreamy Leg Therapy  
Baobab Tranquil Scalp Massage  
Matfen Hall Luxury Arm Scrub And Massage  
Rose Quartz Collagen Eye And Lip Treatment

*\*Choose between a three-course seasonal lunch or Afternoon Tea. Includes £25pp spend on Lunch menu.*





# TREATMENTS AND RITUALS



# FACIAL TREATMENTS

## **POLLUTION DEFENCE FACE THERAPY (NB)**

**£125 / 60 MINUTES**

Purifying, revitalising, hydrating, and brightening, our Pollution Defence Face Therapy restores luminosity, evens out skin tone, and exceptionally oxygenates this delicate organ to provide energy and freshness. This essential, exfoliating, and invigorating Natura Bissé treatment energises cellular function to reveal visibly hydrated skin that radiates a clear and healthy glow in just 60 minutes.

## **CITRUS ESSENCE VITAMIN C BOOST FACE THERAPY (NB)**

**£125 / 60 MINUTES**

A fountain of wellness for your body, Vitamin C and its anti-inflammatory, antioxidant, and deeply hydrating benefits naturally boost collagen in the skin, making it a crucial molecule for your skin's health. As part of our Citrus Essence Vitamin C Boost Face Therapy, your face will feel revitalised as our Natura Bissé therapists restore vitality while improving luminosity and hydration. Ideal for tired, sun-damaged skin, this incredible treatment helps minimise signs of premature ageing and firms the skin through the stimulation of collagen production.

## **PUREXPERT RE-BALANCE FACE THERAPY (GDC)**

**£125 / 60 MINUTES**

A deeply purifying and results-driven treatment designed to rebalance skin that's prone to excess oiliness and blemishes. An enzyme-rich gel helps loosen and extract impurities, while a relaxing red clay face mask provides a deep cleanse to tighten pores. The treatment will conclude with a soothing blemish balm (BB) cream to leave the skin feeling smooth, hydrated, and mattified.

## **DE-STRESS FACE THERAPY (GDC)**

**£125 / 60 MINUTES**

A calming and strengthening treatment for those with damaged skin and exhausted souls. Drawing upon intensely healing and nourishing antioxidants to bring harmony to tired and stressed skin to help restore natural luminance. Through its powerful nutrient-dense formula and enveloping massage techniques, the skin regains its strength, fortifying it from within, while shielding it against today's invisible aggressors.



# FACIAL TREATMENTS

## **SKIN-ZEN ROSE FACE THERAPY (GDC)**

**£135 / 60 MINUTES**

This stunning and intensive therapy harnesses the essence of flowers and plants in a single concentrated formula to deliver a highly-active, anti-stress action. Combining an infusion of wild roses, including extracts from Gallic Rose, Arctic Rose, Black Rose, White Rose, and the Nepalese Rose to ensure skin is left soothed, hydrated and nourished. During this treatment, the natural scents of the various roses promote an emotional sense of well-being for a complete experience.

## **3D COLLAGEN SHOCK FACE THERAPY (NB)**

**£135 / 90 MINUTES**

With the aim of breathing triple firmness and elasticity into the skin, Natura Bissé's world-famous, powerful and rejuvenating face therapy sculpts the skin and defines facial contour beautifully. Using three different types of collagen with separate molecular weights, skin density is dramatically improved and moisture is locked in and preserved. A luxurious, remodelling and firming treatment, this innovative facial provides an outstanding lifting effect for incredibly supple and plump skin, reducing the appearance of fine lines and wrinkles as a result.

## **DIAMOND COCOON FACE THERAPY (NB)**

**£135 / 60 MINUTES**

A treatment born from Natura Bissé's deep concern to address the growing effects of today's invisible aggressors, the Diamond Cocoon Face Therapy acts as an environmental protection treatment, giving your skin back all its inner power and awakening its natural potential. A revitalising and renewing facial, it's designed to counteract the devastating effects of modern pollution and stress, such as dull complexion, lines, wrinkles and dark spots. Due to its powerful ingredients and enveloping massage techniques, this detoxifying break for the skin will help you emerge with glowing skin that dazzles with its renewed sense of natural beauty.

**TIMEXPERT RIDES COLLAGEN BOOST  
FACE THERAPY (GDC)**

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**£135 / 60 MINUTES**

Every day, our cells become damaged by lifestyle and environmental aggressors. Over time, the gene structure within these cells becomes unable to repair itself and stops producing the essential proteins that naturally slow the ageing process. Timexpert Rides Collagen Boost is a new generation of advanced therapy that targets lines and wrinkles by reactivating these dormant cells and boosting cellular regeneration. Its unparalleled formula and effective facial Yoga and cupping techniques provide firming, wrinkle reduction, revitalisation and improved hydration. Ideally taken as a course of three treatments, combined with a specific home care programme with results showing a 43% improvement.



# MASSAGES

## **MATFEN HALL BESPOKE DETOX AND POLLUTION DEFENCE BODY MASSAGE (NB/GDC)      £120 / 60 MINUTES**

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Using time-honoured techniques, this tailored and purifying massage harnesses the power of Natura Bissé's award-winning detoxifying oil to help free the skin of impurities. Specialised drainage techniques help restore the digestive system to embed a sense of renewed energy throughout the mind, body and soul. Before embarking on your journey to complete bliss, you will be welcomed into our Pure Air treatment room. Here, the pure air will prevent pores from becoming blocked, seal your treatment and allow the dermis to relax and protect itself against pollution, while reducing stress and premature cellular ageing.

## **MEDITERRANEAN CANDLE MASSAGE (GDC)      £120 / 60 MINUTES**

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As part of this luxuriously warm, full-body massage, your choice of Mediterranean-inspired candle will be burned, gently releasing hydrating and antioxidant-rich lavender, olive or citrus oil to create a sense of harmony. The warm oil from the candle is poured over the body to facilitate deep and soothing movements that help restore and nourish the skin. Due to its powerful ingredients and enveloping massage techniques, this luxury treatment helps melt away tension and awaken the senses.

## **PHYTOCARE BAOBAB BODY MASSAGE (GDC)      £120 / 60 MINUTES**

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Harnessing the power of ethically sourced Baobab seed oil and shells, this African-inspired treatment promises an invigorating, stress-free experience. Baobab seed shells gently buff the skin while a comprehensive blend of antioxidants, vitamins, and omegas from the organic Baobab oil complement the soothing lymphatic drainage massage techniques to provide an array of hydrating and anti-inflammatory benefits. To complete your experience, let our relaxing Baobab Tranquil Scalp Massage revitalise the hair and soothe the scalp to enhance your mind, body and soul.



## **CINNAMON WARMING BODY MASSAGE (GDC)**

**£120 / 60 MINUTES**

This therapeutic Sri Lankan-inspired body treatment balances the elements to restore a harmonious flow of energy throughout the body. A unique balm feeds the skin with hydrating cinnamon extract oil to stabilise the five sensory organs while a deep tissue massage that combines slow movements with firm pressure teases tension to improve the body's circulation. The skin is left nourished from head to toe, the soul nurtured, and a profound sense of relaxation pervades.



# THE RITUALS

## **MATFEN HALL DETOX DELUXE (NB/GDC)**

**£145 / 90 MINUTES**

Using time-honoured techniques, this tailored and purifying massage harnesses the power of Natura Bissé's award-winning detoxifying oil to help clear the skin of impurities and free radicals. Specialised drainage techniques blend to stabilise and restore the digestive system, creating a sense of inner balance. To complete your experience, luxuriate with time spent in our Pure Air treatment room and a revitalising, hydrating, and brightening 30-minute Pollution Defence Face Therapy to restore luminosity and even the skin's complexion.

## **MATFEN HALL DIAMOND COCOON DELIGHT (NB/GDC)**

**£145 / 90 MINUTES**

Tailored to your mind, body and spirit, this luxurious treatment commences with a 30-minute deep tissue Back and Shoulder Massage. Using your choice of three luxurious oils, this Tibetan-style massage combines various techniques and stretches to stimulate the flow of energy along the spine, strengthening the nervous system and aiding recovery. Sink into deeper relaxation as our therapists deliver Natura Bissé's award-winning Diamond Cocoon Facial. Designed to counteract the devastating effects of modern pollution and stress, such as dull complexion, lines, wrinkles, and dark spots to help you emerge with glowing skin that dazzles with its renewed sense of natural beauty.

“THE ONLY  
LASTING BEAUTY  
IS THE BEAUTY  
OF THE HEART”

Rumi

## **RADIANCE BOOST IN DREAMLAND (NB/GDC)**

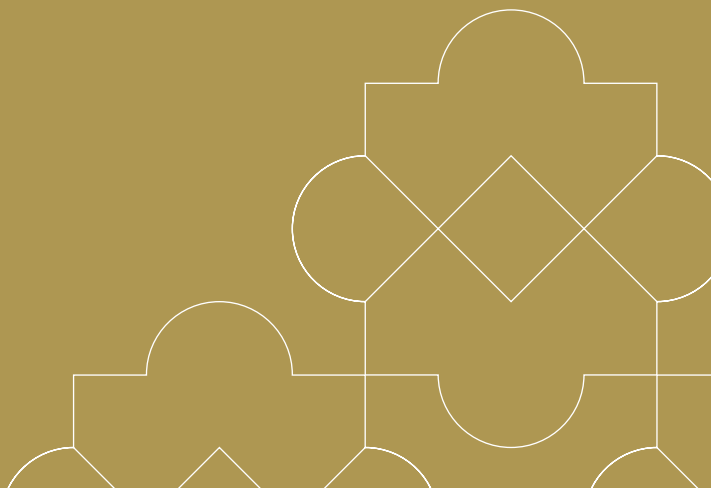
**£145 / 90 MINUTES**

Your experience begins with an illuminating Natura Bissé Citrus Essence Vitamin C Boost facial, before slipping into a state of total relaxation with a Dreamy Leg Treatment. An advanced facial harnesses the power of Japanese plum Ume extract to restore damaged elastin and collagen fibres caused by the devastating effects of harmful UV rays and excess sugar. Based on the knowledge that cellular repair is faster during rest, this Ritual incorporates gentle leg exfoliation, followed by ethically-sourced Baobab seed oil to nourish, repair and protect the skin. To conclude, slow, rhythmic movements and a cooling Dreamy Leg Gel are applied to leave you feeling like you're walking on air.

## **WARMING MEDITERRANEAN AND ROSE SKIN-ZEN BODY AND FACE RITUAL (GDC)**

**£145 / 90 MINUTES**

A true sensory therapy for your face and body; we invite your skin to feel instantly nourished, hydrated, and protected as part of this luxurious Ritual. Indulge in the invigorating aroma of antioxidant-rich lavender, olive or citrus oil and unwind with the deep and soothing movements of this Mediterranean Candle Massage. Finally, get ready to embrace exquisitely luminous skin as you say goodbye to signs of stress and fatigue with our stunning and intensive Rose Skin-Zen Facial. A unique infusion of flower and plant essence ensures the skin is left soothed, while the natural scents of various roses promote an emotional sense of wellbeing.



# MINI MARVELS

## **POLLUTION DEFENCE FACE THERAPY (NB)**

**£65 / 30 MINUTES**

This essential, exfoliating, and invigorating treatment energises cellular function in just 30 minutes to reveal visibly hydrated skin that radiates a clear and healthy glow.

## **DE-STRESS FACE THERAPY (GDC)**

**£65 / 30 MINUTES**

Through its powerful nutrient-dense formula and enveloping massage techniques, this antioxidant-rich treatment brings harmony to tired and stressed skin, fortifying it from within to shield against today's invisible aggressors.



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**SKIN DRENCH HYDRATION FACE THERAPY (GDC) £65 / 30 MINUTES**

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Nourish and feed thirsty skin with a hydrating cocktail of hyaluronic acid and Japanese spring water. Skin is instantly left feeling smooth, radiant, and protected against premature ageing.

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**ROSE QUARTZ COLLAGEN EYE AND LIP TREATMENT (GDC) £65 / 30 MINUTES**

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A gentle yet powerful treatment that harnesses the power of cupping and Rose Quartz Gua Sha Massage to smooth lines and wrinkles, reduce dark circles and restore radiance and sparkle.

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**MATFEN HALL LUXURY ARM SCRUB AND MASSAGE (NB/GDC) £65 / 30 MINUTES**

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Release tension from within the hands with an indulgent Baobab seed scrub, Baobab oil drainage massage, and a hydrating hand mask to instantly restore to a noticeably younger, smoother-looking appearance.

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**BAOBAB TRANQUIL SCALP MASSAGE (GDC) £65 / 30 MINUTES**

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A nourishing and deeply hydrating neck and scalp massage utilising the benefits of ethically sourced Baobab seed oil. A highly effective stress-relieving experience, ideal for adding to any treatment.

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**DREAMY LEG THERAPY (GDC) £65 / 30 MINUTES**

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Perfect for relieving tired and achy feet, this energising treatment includes a rich Baobab scrub, a revitalising massage enriched with Baobab oil, and a refreshingly cool Dreamy Leg Gel to repair and protect the skin.

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**BACK AND SHOULDER MASSAGE (NB/GDC) £65 / 30 MINUTES**

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A bespoke treatment tailored to your individual needs carried out with your choice of three luxurious oils and finished with Matfen Hall stretches to release tension.





# MOTHER TO BE TREATMENTS



# FACIAL TREATMENTS

## **SKIN-ZEN ROSE FACIAL (GDC)**

**£135 / 60 MINUTES**

A stunning and intensive facial infused with wild rose petals and plant extract to revive stressed skin, revealing a soothed, hydrated and nourished complexion. The natural aroma of the various roses promotes an emotional sense of well-being to complete your experience.

## **DE-STRESS FACIAL (GDC)**

**£125 / 60 MINUTES**

Through its powerful nutrient-dense formula and enveloping massage techniques, this antioxidant-rich treatment brings harmony to tired and stressed skin, fortifying it from within to shield against today's invisible aggressors.

## **CITRUS ESSENCE VITAMIN C BOOST FACE THERAPY (NB)**

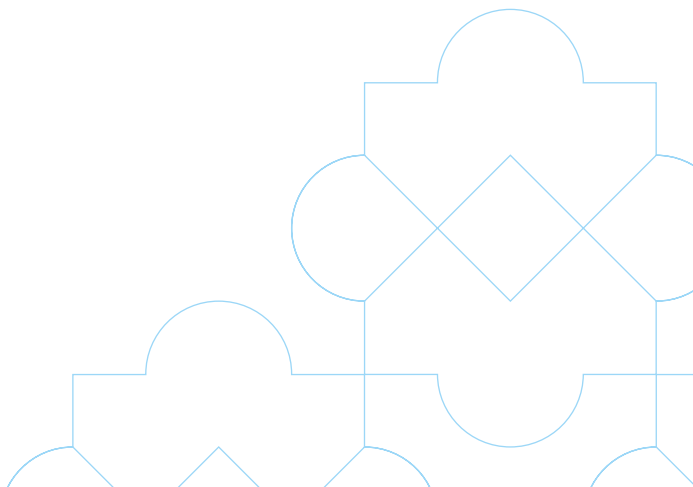
**£125 / 60 MINUTES**

A fountain of wellness for your body, Vitamin C and its anti-inflammatory, antioxidant, and deeply hydrating benefits naturally boost collagen levels to restore vitality while improving luminosity.

## **POLLUTION DEFENCE FACE THERAPY (NB)**

**£125 / 60 MINUTES**

Purifying, revitalising, hydrating, and brightening, our Pollution Defence Face Therapy restores luminosity, evens out skin tone, and exceptionally oxygenates the skin to provide energy and freshness.



# MASSAGES

## **PHYTOCARE BAOBAB BODY MASSAGE (GDC)**

**£120 / 60 MINUTES**

Using ethically sourced Baobab seed oil, this African-inspired full body massage is perfect during pregnancy. The blend of natural oils, antioxidants, vitamins and omegas provides anti-inflammatory benefits, nourishment and increased skin elasticity.

# RITUALS

## **PHYTOCARE BAOBAB BODY RITUAL (GDC)**

**£145 / 90 MINUTES**

Mothers to be deserve a treat and our relaxing Phytocare Baobab Body Ritual does just the trick. Tailored to your mind, body and spirit, this luxurious treatment commences with an African-inspired full body massage that's enriched with antioxidants, vitamins and omegas to provide a host of anti-inflammatory benefits. To complete your experience, luxuriate with a calming and rejuvenating facial to replenish and nourish the skin.

## **CITRUS ESSENCE RADIANCE BOOST RITUAL (NB/GDC)**

**£145 / 90 MINUTES**

Begin your journey to radiant skin with an illuminating Citrus Essence Vitamin C Boost facial, before slipping into a state of total relaxation with a Dreamy Leg Therapy. Your face will feel refreshed as our therapist works to restore vitality, and improve hydration, while a Dreamy Leg massage will leave you feeling like you're walking on air.





# BEAUTY TREATMENTS



# NAILS

## **OPI LUXURY MANICURE**

**£51.50**

A luxurious treat for your hands, this treatment includes an exfoliation, a moisturising hand mask, a relaxing massage and is finished with OPI gel nail polish.

## **OPI LUXURY GEL PEDICURE**

**£56.50**

A foot reviving treatment including exfoliation, softening of hard skin, a relaxing massage and shape and file, finished with OPI gel nail polish.

## **OPI GELCOLOR**

**£40.00**

Durable, chip-free, 100% gel polish with intense shine and stay-true colour for hands and feet.

## **OPI LUXURY INFINITE SHINE MANICURE**

**£50.00**

The ultimate OPI manicure, featuring an exfoliation, a moisturising hand mask, a relaxing massage and OPI gel nail polish that's finished with OPI's infinite shine top coat.

## **OPI LUXURY INFINITE SHINE PEDICURE**

**£50.00**

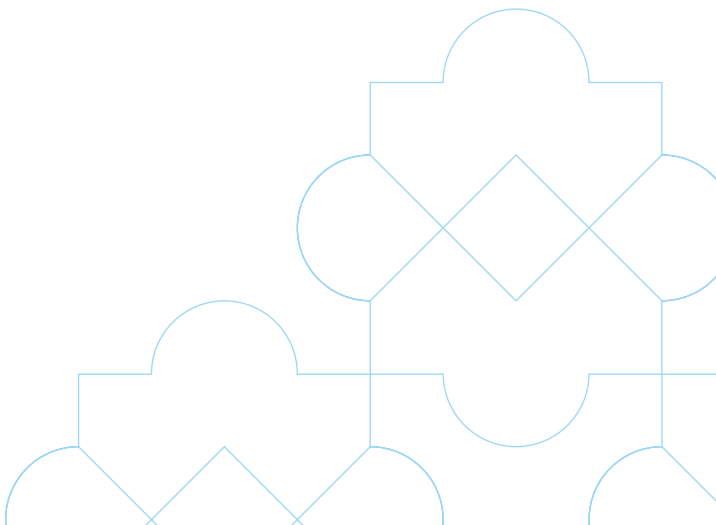
The ultimate OPI pedicure, featuring an exfoliation, the softening of hard skin, a relaxing massage, shape and file, OPI gel nail polish and OPI's infinite shine top coat.

# TANNING

## **SUNESCAPE SPRAY TAN**

**£45 / 30 MINUTES**

With added vitamins, antioxidants and hydrating oils, Sunescape promises more than just a natural-looking glow. Enriched with anti-ageing, hydrating and skin firming ingredients, the skin is left feeling smooth, replenished and protected with a beautiful coconut vanilla aroma.



# SPA GUIDANCE

## ARRIVAL TIME

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As a courtesy to all guests we operate a prompt appointment schedule and suggest you arrive at least 15 minutes prior to your booking time to allow time to check-in, change and begin your spa experience. A late arrival may result in your treatment time being reduced or cancelled.

## WHAT TO BRING WITH YOU

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We will provide you with a fluffy robe, towel and slippers on arrival, please make sure you bring a swimming costume. If you are a hotel resident you will be provided with fluffy robe and slippers in your room, please bring these to The Retreat with you. We also have a gym if you wish to bring along your gym wear.

## CANCELLATION POLICY

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Full payment will be required at the time of booking for your spa reservation. Should you wish to amend or cancel the reservation you must provide 48 hours notification. A 50% refund will be given for cancellations exceeding 48 hours notice. Cancellations made within 48 hours of arrival will result in full loss of payment.

## AGE REQUIREMENTS

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We welcome anyone from the age of 14 years plus. Please note, 14-18 year olds must be accompanied by an adult and a restricted treatment list is available to anyone 14-18 years. 14 year olds are not permitted in the pool or steam rooms. Please contact us direct prior to booking for more information, including a suitable treatment list.

## HEALTH & MEDICAL ADVICE

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Please ensure you inform The Retreat prior to arrival if you are currently taking any medication or have recently undergone surgery. We recommend you consult a doctor if you have concerns regarding your health or are taking medication that may cause an adverse reaction. Failure to provide this information may prevent you from using the spa facilities or receiving treatments, however you will be liable for the full payment.

## EXPECTANT MOTHERS

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We have a range of specifically designed treatments for expectant mothers. Please note that some of our Treatments and Rituals and spa facilities may be unsuitable during pregnancy. We recommend that you speak with a member of our team for further advice.

## HOME CARE

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All products used in our treatments are available to purchase in the lounge of The Retreat for you to continue your spa experience at home. Note these items must be paid for in The Retreat.

## GIFT VOUCHERS

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What better way to treat a loved one. We have a wide range of vouchers available at The Retreat suitable for all occasions. Please contact a member of our spa team for further details.

## SECURITY

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On arrival, our therapist will provide you with an individual locker to store your personal belongings. Please note that Matfen Hall will not be held responsible for loss of valuables at any time. We strongly advise that you bring essential items only and those of sentimental value are left at home.

## POOL USAGE

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Only certain Treatments and Rituals offer pool usage as part of the price. This will be discussed at the time of booking and is non-negotiable due to the size of the pool area. If you have any doubts, please take this up at the time of booking to avoid disappointment on the day.

## NAIL TREATMENTS

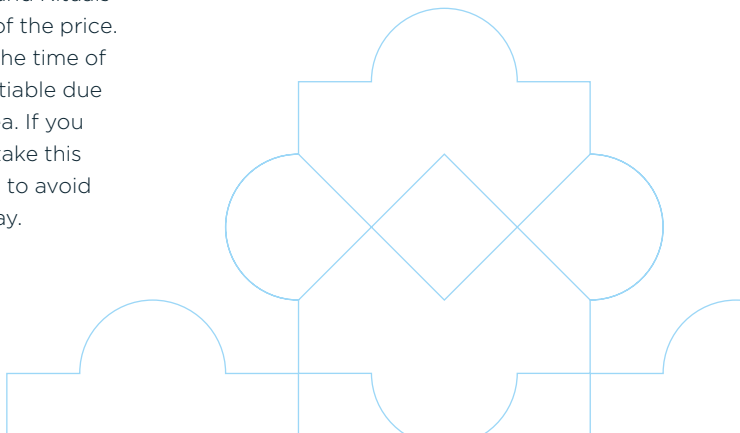
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Our chosen nail brand at The Retreat is OPI. We do not perform acrylic extensions nor do we remove them. You will be liable for the full cost of the treatment in the event we are unable to perform nail treatment due to this.

## COVID-19

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In the current climate we ask all guests to be aware of their health, and ask them not to come to Matfen Hall and The Retreat if they are feeling unwell. Please note also that only guests receiving treatments will be allowed into The Retreat.



# TREAT SOMEONE



Choose one of our luxurious gift sets available in The Retreat at Matfen Hall or reward someone with a Gift Voucher which can be purchased via our Reception.

**TO DISCUSS A GIFT SET OR ANY OF OUR  
TREATMENTS AND RITUALS, CONTACT US  
BY EMAIL AT: [THERETREAT@MATFENHALL.COM](mailto:THERETREAT@MATFENHALL.COM)**



# MATFEN HALL

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COUNTRY HOTEL, SPA & GOLF ESTATE

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