



Accessibility Statement

The Headland Spa is a five bubble rated spa situated on the lower ground floor of Headland Hotel in Newquay, Cornwall.

Here at The Headland Spa, we recognise that being in such an environment can be daunting and overwhelming for many, let alone those with special requirements.

We hope this guide will go some way to alleviating your concerns.

We request that anyone making a booking informs us of any special requirements, or disabilities, whether they be physical or learning, to ensure we meet all personal needs.

We take equality legislation seriously and endeavor to provide all of our guests with the best possible experience.

The Headland Spa

The Headland Spa is situated on the coast overlooking the Atlantic Ocean and Fistral Beach.

The Spa is approximately 1.2 miles from Newquay town Centre.

We have extensive parking at The Hotel including dedicated disabled parking at The Hotel's front which can be reserved on request.

The front entrance of the hotel is accessible via the ramp to the right of the steps. Once inside the building the Reception, Restaurant and the

Terrace Restaurant are all on one level whilst The Spa is on the lower ground floor accessible by lift.

The Spa is accessible via a lift from the main Reception area.

The lift is 800mm wide and you are able to turn around inside if in a wheelchair. Once in The Spa area there is a Reception desk where guests need to check in; the door will then be unlocked for you,

If you are going to use the pool you will travel to the changing rooms down the side of the pool; this is 1400mm wide. At the end you will find a more accessible changing room which is fitted with a shower seat and wet area with hand rails.

We have a designated dry area where you are able to get changed. Within this area there is a hair dryer supplied along with a costume dryer. An alarm is fitted for your safety which is connected to the Reception desk.

You will gain access to the pool via the ramp on the left where there are towels supplied for you.

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 last 5 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.