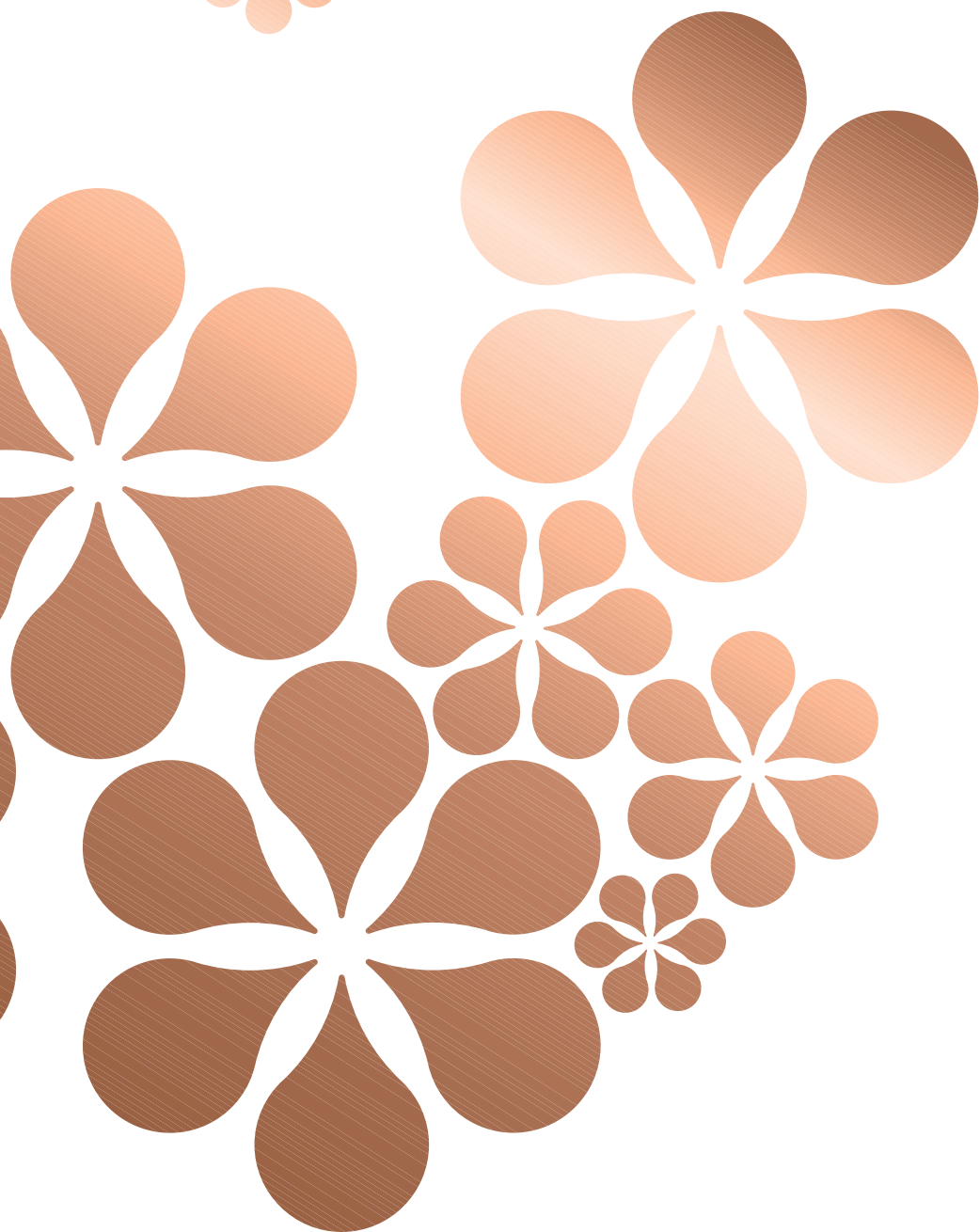




# lifehouse

spa & hotel



*Guest Directory*

# Useful numbers

Main Reception - 0

Spa Reception - 3420

Restaurant & Bar - 3455

# Welcome

Dear Guest,

Thank you for choosing Lifehouse Spa & Hotel.

We are delighted to welcome you here and hope you have a memorable stay with us.

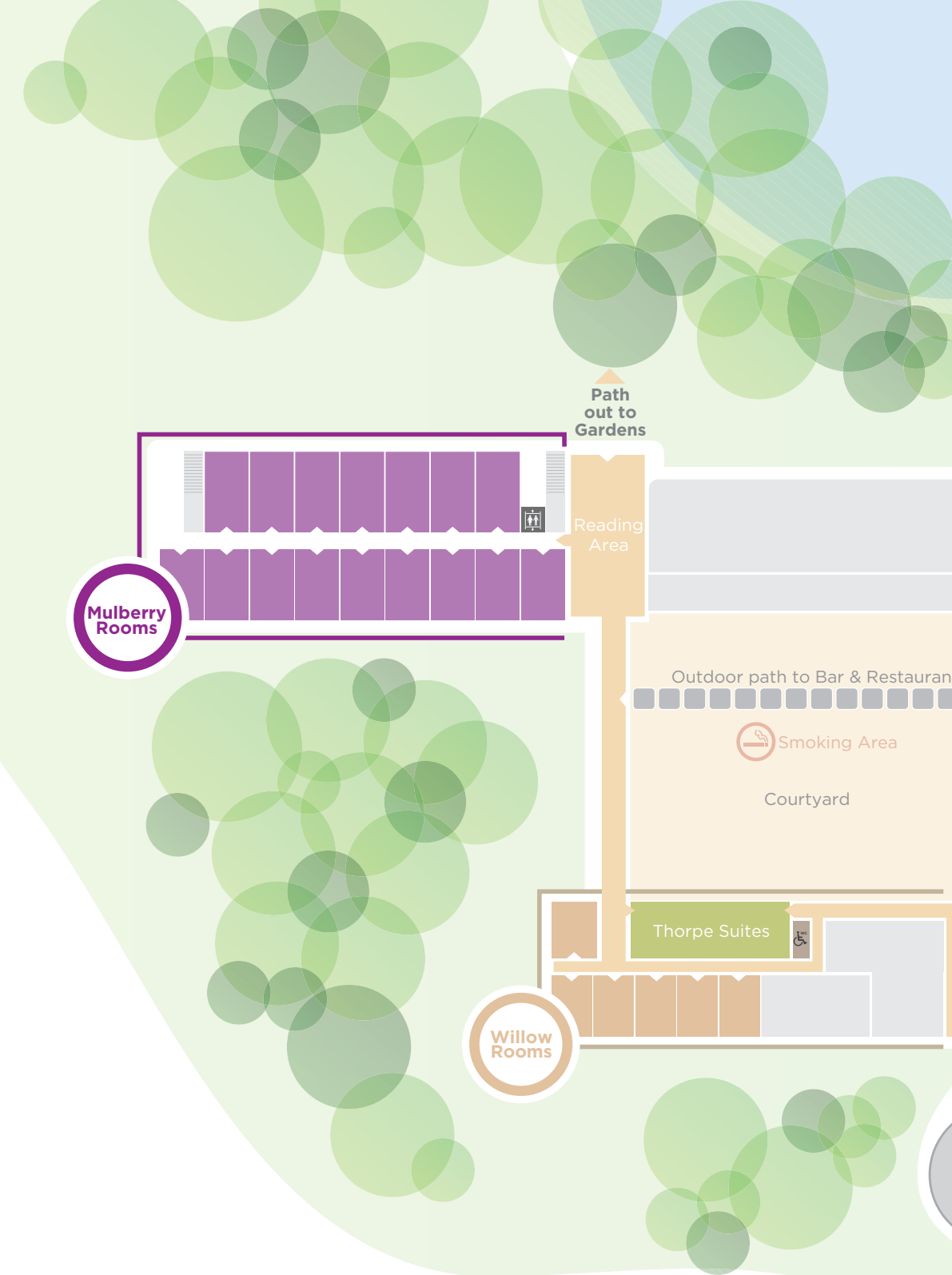
This Guest Directory is a guide to Lifehouse and its facilities.












I hope you will find everything you need to make your stay perfect.

If you have any questions, please do not hesitate to talk to our Lifehouse team.

Kind regards,

Danielle Alen  
Director of Spa & Hotel



- 
**Mulberry Rooms**  
**Ground Floor :** Rooms 44 to 58  
**First Floor :** Rooms 59 to 74  
**Second Floor :** Rooms 75 to 90
- 
**Willow Rooms**  
**Ground Floor :** Rooms 1 to 6  
**First Floor :** Rooms 7 to 25  
**Second Floor :** Rooms 26 to 43
- 
**Spa area**  
**Ground Floor :** Ladies Changing, Hidden Sanctuary, Spa Shop, Mens Changing, Hydropool, Sauna, Steam Room, Swimming Pool, OPI Prosecco & Nail Suite, Carita Treatment Suite and Exercise Studio  
**First Floor :** Gym, Spa Café Lounge, Treatment Rooms and Relaxation Room.
-  Toilets
-  Disabled Toilets
-  Guest Lift
-  Water cooler
-  Indoor Guest Routes through the building
-  Guest Stairway
-  Outdoor Path to Bar/Restaurant
-  Private/Staff Only Areas



# Opening times

<i>Spa wet facilities</i>	6.30am – 9.30pm Sunday to Thursday 6.30am – 10pm Friday to Saturday
<i>Spa shop</i>	8am – 8pm daily
<i>Gym</i>	6.30am – 9.30pm Sunday to Thursday 6.30am – 10pm Friday to Saturday
<i>Spa reception</i>	8am – 8pm daily
<i>The Lifehouse Bar</i>	Coffee & Drinks 9am – 11pm Sunday to Thursday 9am – midnight Friday & Saturday  Lite Bites Menu 12 noon – 5pm  Afternoon Tea 2pm – 5pm
<i>Spa Café Lounge</i>	9am – 5pm  Afternoon Tea 2pm – 5pm
<i>Lifehouse Restaurant</i>	Breakfast 7am – 10.30am Monday to Friday 7.30am – 10.30am weekends & bank holidays  Lunch 12noon – 2.30pm daily  Dinner 6pm – 9pm Monday to Thursday 6pm – 9.30pm Friday, Saturday and Sunday
<i>Room service menu</i>	Breakfast 7am – 10.30am Dinner 6pm – 9pm
<i>Late night room service</i>	9pm – 7am

# Dress code & etiquette

## *Smoking*

No E-Cigarettes please throughout all public areas. Smoking is strictly restricted to the smoking area behind the Bar Terrace. An automatic £250 fee will be applied to the guest account where smoking has occurred in the room or on the room balcony.

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## *Mobile phones*

Mobile phones are part of life but please don't use them in the Relaxation Room, Spa Treatment rooms and pool area.

---

## *Breakfast*

Lifehouse Restaurant  
Dress code – bathrobes welcome

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## *Lunch*

Lifehouse Restaurant  
Dress code – bathrobes welcome

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## *Lite bites*

The Bar  
Dress code – bathrobes are welcome. However please ensure that your bathing suit is dry as other guests may wish to use the furniture after you.  
  
After 6.30pm the dress code is smart casual (no bathrobes or sportswear) however you may collect drinks from the bar in robes.

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## *Spa Café Lounge*

Bathrobes welcome

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## *Dinner*

Restaurant & Bar  
Dress code – smart casual only after 6.30pm. No bathrobes or sportswear after 6.30pm please.

# Your A to Z

## *Accessibility*

To ensure that everybody can enjoy our facilities to the full we have accessible toilets and changing rooms in the hotel.

## *Adapters*

EU and US conversion adapters are available. Please contact Reception or Housekeeping and we'll have you plugged in and switched on in no time!

## *Afternoon tea*

We have a selection of homemade sandwiches, fresh scones with clotted cream & jam and freshly baked cakes accompanied with a pot of tea. Gluten free options available on request. Afternoon Tea is served from 2pm to 5pm.

## *Airport and seaport transfers*

When travelling to an airport we will be happy to check your flight schedule, help you with your online check in and arrange any transportation required. We can also arrange transfers to Harwich International Seaport. Please contact Reception.

## *Balcony door*

The balcony door is designed to open fully or tilt inward at the top for ventilation. To open the door, put the handle in a horizontal position and open door towards you. To tilt the door for ventilation, turn the handle anticlockwise so that it faces vertically upwards and gently tilt the window towards you.

## *Bar terrace*

During the summer months (Apr – Oct) food and drink is available to purchase on the terrace. This is a no smoking area.

## *Bathrobes*

Bathrobes in the bedrooms are available for your use. If you need a clean dry bathrobe during the day, please just ask at Spa Reception. If you love your bathrobe and want to take one home with you, they are available to buy in the Spa Shop. Bathrobes remain the property of Lifehouse – please leave them for other guests to enjoy.

## *Breakfast*

Buffet breakfast includes full English breakfast, fresh and poached fruits, cereals and freshly baked croissants. Gluten-free and dairy-free options are available. Weekends are always busy at breakfast time so come down before 9am to miss the late morning rush.

## *Check out*

We ask you to vacate your room by 12noon. If your package includes a treatment we will provide you with a locker so that, after checking out of your room, you can enjoy the spa until 3pm. If you are on a B&B or DB&B package and want to stay on to enjoy the spa after check out, please ask Reception about spa availability and prices.

## *Church services*

There are many churches in the surrounding area including the historic St Michael's Church in Thorpe-Le-Soken (Church of England) and the Sacred Heart & St Francis Church in Frinton-on-Sea (Catholic).

## *Comments & feedback*

We trust that you will enjoy your Lifehouse stay. However, we welcome your comments and feedback. If you wish to discuss your stay, please ask for our Duty Manager who will be delighted to meet you.

## *Dinner*

Lifehouse menus are the creation of our Executive Chef, Ugo Simonelli, and have an Italian – Mediterranean influence and style. The Dinner Menu also includes healthy option dishes that have been designed by Ugo and Sue Davis, our Naturopath. Please note that the dress code in the Restaurant is smart casual – no bathrobes or sportswear please. Please book your table for dinner well in advance, especially at weekends, to avoid disappointment.

## *Emergency & fire procedure*

Please familiarise yourself with the nearest fire exits by checking the plan on your bedroom door. Our weekly fire alarm test is on Tuesday mornings at 11am.



### *Exercise classes*

Whether you are an accomplished gym enthusiast or prefer a gentler introduction to fitness, we have a range of exercise and activity classes every week including Yoga, Meditation, Spin, Circuits, Aqua-aerobics and many more. Activity Schedules are available at Spa Reception and classes must be booked in advance as availability is limited. There is a nominal non-refundable charge per class.

### *Facebook*

Keep up-to-date with news and offers from Lifehouse via our Facebook page: [facebook.com/lifehousespa](https://facebook.com/lifehousespa)

### *Gardens*

Lifehouse is set in 130 acres of peaceful countryside, with 12 acres of historic, English Heritage Listed gardens created by Lord & Lady Byng between 1913-49. These unique 'wild gardens' have been restored to their former glory. Lord and Lady Byng liked to entertain and their guests at Thorpe Hall included Rudyard Kipling, Queen Mary, JM Barrie and Winston Churchill. So, if you go exploring, you will find The Churchill Summer House, Queen Mary's Walk, The Rudyard Kipling Summer House, Peter Pan Walk and Lady Byng's beloved rock garden. The gardens are a magical mix of tranquil lakes, rare flowers and trees, wild grass areas and lots of places to sit and relax.

### *Gift vouchers*

Our gift vouchers make the perfect present and include monetary, spa days, spa breaks, treatments and more. Please contact Reception for more information or alternatively visit our website and buy online.

### *Gifts*

We stock a large range of spa products, cosmetics and gifts available for purchase from our Spa Shop.

### *Golf*

Frinton Golf Club offers a seaside course that provides a great game of golf. If you would like to play, contact the club Pro Shop on 01255 671618.

### *Gym*

The Gym has Precor equipment and free weights. If you need any help or advice, our Fitness team will be happy to help.

### *Health & wellness*

Your health & wellbeing is very personal and unique to you. We provide a range of wellness consultations to help you make the right lifestyle choices. Our Resident Naturopath, Sue Davis, offers diet and detox consultations along with Food Intolerance and Coeliac Testing to boost physical health and vitality. We offer Physiotherapy and Myotherapy Consultations to help with back pain and muscle tension. To relieve stress try our Flower Remedy Consultations, Reflexology, Healing & Balance, Reiki and Meditation to provide a deep sense of calm. Please note that some wellness treatments need to be booked 24 hours in advance.

### *Hidden Sanctuary*

Experience our unique hidden retreat just for two! It's the perfect way to reconnect, unwind and relax with a loved one or friend in your own private spa area. The journey begins with a body scrub in your private treatment room. You will both then be led through to your own private pool where you are served a soothing herbal tea while the warm water, waterfall and soft music destresses and relaxes you. You are then led through to your couples' treatment room for a heavenly 55-minute full body massage. After your treatment, you can unwind together for an hour in your own personal sleep retreat. See Spa Reception to book.

### *Ironing*

If you need to use an iron and ironing board, please call Reception.

### *Lifehouse Bar*

The Bar is open all day so that you can get a freshly brewed morning coffee, afternoon tea or something stronger. Dress code: Smart Casual (no bathrobes or sportswear please) after 6.30pm.

### *Lost & found*

If you have mislaid something please contact Reception.

### *Luggage service*

We can store your luggage whilst you enjoy our facilities or have lunch prior to check in or after vacating your room. Should you require assistance bringing your luggage from your room, please contact Reception.

### *Lunch*

**Lifehouse Restaurant:** Buffet lunch includes soup, salads, cold and hot dishes or you can dine from our à la carte menu. Dress code: Bathrobes are the norm.

**Bar:** Lite Bites Menu available 12 noon-5pm

### **Allergens**

If you have any food allergies, please talk to the restaurant or bar team who can advise you. Gluten-free and dairy-free options are available.

### *Medical help*

If you need medical assistance during your stay at Lifehouse, contact Reception or the Duty Manager, day or night, by pressing the "Emergency" button on your phone.

### *Meetings & events*

Our meeting rooms provide all the privacy you need, combining business with pleasure in tranquil surroundings. The Thorpe Suite can accommodate from 2 to 60 people. The Thorpe Suites have built in LCD televisions for presentations and air conditioning. We can arrange for light refreshments,

lunches and dinners to suit your needs. Private dining and events can also be provided by prior arrangement for groups of up to 50 people. Contact our Meetings Coordinator on 01255 860050 or email [events@lifehouse.co.uk](mailto:events@lifehouse.co.uk).

### *Membership*

If you have enjoyed our facilities we have several membership plans to help you put health and wellbeing at the heart of your lifestyle. Ask for our Membership Director who will be happy to discuss the options with you.

### *Mobile phones*

If you can get mobile reception, we ask you to be considerate of other guests and refrain from making or receiving mobile calls in the Spa or Relaxation areas.

### *Newspapers*

We can order a morning newspaper for you. Please let reception know the night before (orders must be placed before 10pm) and we will leave your newspaper outside your room door in the morning between 7am – 7.30am.

### *Room safe*

The drawer underneath the TV is your lockable safe place. Just press your white room key card up against the grey button on the drawer and that will lock the drawer (and unlock it).

### *Room service*

You can order a continental breakfast to be delivered to your room between 7am – 10.30am. Please place your order the evening before by pressing the "Room Service" button on your room phone. You can also order Room Service for Dinner between 6pm – 9pm. A Room Service tray charge of £6 is applied.

### *Smoking*

Lifehouse operates a strict No Smoking policy which includes the whole hotel and Spa and includes

the use of e-cigarettes. If you do wish to smoke, there is a designated smoking area in the middle of the courtyard. If you have been smoking in your room, a mandatory cleaning fee of £250 will be applied.

### *Snacks*

A range of snacks are available from the Bar including healthy options.

### *Spa*

This 'how to spa' guide will help you make the most out of your spa experience.

- Please arrive at Spa Reception 10 minutes before your treatment appointment so that we can dedicate the right amount of time for you.
- Leave plenty of time between each treatment so you can relax in our Relaxation Room.
- Drink plenty of water after your treatments to keep your body hydrated.
- To get the maximum benefits from your spa treatments we recommend that you use our thermal suite, such as the sauna, steam room and salt room, prior to your treatment to help relax your muscles and open your pores. Remove all jewellery and contact lenses before using the wet areas.
- If you plan to exercise, fit this in before any treatments to gain the full relaxing benefits of your treatment.
- Make the most of your stay by getting out into our listed gardens for fresh air to ensure you leave with the best possible after-spa glow! There are garden maps available so you can discover all the hidden gems – ask at Spa Reception for more details.
- Please respect the privacy of other guests. No photographs in our spa area.
- **Cancer-Aware:** Our Spa Therapists have had specialist training from the NHS Christie Trust in personalising massage and facial treatments to suit those with cancer, in post-cancer

recovery or recuperating after surgery or illness. For more info, ask at Spa Reception.

- **Pregnancy:** If you are pregnant, we have a number of treatments that have been carefully selected with your safety and comfort in mind. Please ask at Spa Reception for more information. If you are in your first trimester you can enjoy a personalised facial or mani/pedi. During your second & third trimester, you can choose from our specially designed maternity menu. Please note that the thermal spa area should not be used during any stage of pregnancy.

### *Spa reception*

The Spa Reception Team is here to help you make the most of your stay by advising on activities and treatments. Drop by and have a chat.

### *Spa & gift shop*

Perfect for presents or if you would like to use any of our products at home. We have Clarins, Decléor, OPI, Carita, Thalgo and Spiezia products and more. Our trained spa receptionists will advise on the best products to suit you.

### *Swimming pool & Thermal suite*

Our thermal spa area is perfect for an invigorating early morning dip, a leisurely afternoon swim or a refreshing plunge after a sauna or steam room session.

#### **The thermal spa includes:**

##### **Swimming pool**

**Sauna** – hot dry heat that's perfect for relaxing tense and tired muscles

**Scented steam room** – designed to open your pores and leave your skin feeling soft and clean

**Salt inhalation room** – with eucalyptus infused steam, great for clearing your head and refreshing your skin

**Hydrotherapy pool** – warm swirling water to relax and soothe mind and body

**Cool plunge pool** – for an invigorating and refreshing dip after your sauna.

**Scented Experience Showers** - enjoy a selection of experiences including cool and invigorating rain fall and a warm, tropical sensation.

Please remove all jewellery and contact lenses before using the thermal spa facilities. If you are pregnant, please refrain from using the sauna, steam room, salt inhalation room or hydrotherapy pool – the swimming pool is fine to use.

### *Taxis*

Calling for a taxi can take up to 30mins so please contact Reception in plenty of time.

### *Tea & coffee*

If you require extra tea, coffee, milk or anything else in your room please contact Reception.

### *Telephone*

For outside calls the following charges per minute apply:  
UK Landlines 40p – UK Mobiles 95p  
EU Landlines £1.25  
USA Landlines £1.75

### *Train travel*

The Reception team can organise your train travel and book a car to take you to Thorpe-le-Soken train station (a nominal charge applies). We are only 3 minutes away so you can maximise your time here. Thorpe is approximately 1hr 20mins from London. Advanced notice is required, we recommend booking your transfers the day before.

### *Travel essentials*

If you have forgotten anything please contact Housekeeping or Reception. We have beauty essentials, toothbrushes, shaving kits, sewing kits, shoe shine and emergency toiletries available, as well as extra duvets and pillows.

### *Treatments*

The Lifehouse Spa offers therapies to quieten the mind, rejuvenate the body and lift the spirit. We offer a choice of spa products for your facials and body treatments including Clarins, Decléor, Carita, Thalgo and Spiezia. You can also treat yourself to a luxury OPI manicure, pedicure or body bronzing session. Have a look at our Treatment Menu to see the full selection of treatments available.

### *TV & DVD*

Choose from a selection of Freeview channels. DVD players and a selection of films are available to borrow on request from reception. A £30 deposit will be added to your account and this will be refunded when the DVD equipment is returned.

### *Twitter*

Keep up with news and offers at @LifehouseSpa or tweet about your stay.

### *Umbrellas & wellington boots*

The historical gardens look lush and green and we have umbrellas and wellies at Reception for you to borrow on those inevitable wetter days!

### *Wake up call*

Please let Reception know if you would like a wake up call for the following morning.

### *Website*

For information, news and our latest offers head to [www.lifehouse.co.uk](http://www.lifehouse.co.uk)

### *Wi-Fi & internet access*

Our bedrooms have free Wi-Fi access. No Wi-Fi code is required. This service is complimentary.

# lifehouse gardens key

*Walking through our gardens you'll discover many features, some with significant historical connections. Use the map on the following page to find our hidden treasures below.*

1

## **Peter Pan Walk and J M Barrie Summerhouse**

The Summerhouse was a favourite spot of J M Barrie who was a regular visitor to Thorpe. The plinth at the top of the slope used to carry a copy of the well-known Kensington Gardens Statuette of Peter Pan and the slope has come to be known as Peter Pan Walk.

2

## **Winston Churchill Summerhouse**

The Summerhouse has been named for Winston Churchill who served under Byng in the Boer War and became a friend and frequent visitor to Thorpe. His admiration for the General was said to be why Byng was made Governor-General of Canada in 1921.

3

## **Herbaceous Border**

The double herbaceous border leads your eye down to the Sunken Garden and has stunning displays of colour from Spring to early Autumn.

4

## **Sunken Garden and Kipling Summerhouse**

Once home of Lady Byng's collection of Iris and late perennials, the Summerhouse is dedicated to Rudyard Kipling, another friend of the Byngs and frequent visitor.

5

## **Handkerchief Tree and Middle Lake view**

The Handkerchief tree or *Davidia involucrata* is a superb specimen and is best seen in late Spring when in full bloom.

6

## **Old Main Drive**

In earlier days, you reached this point after entering the estate at Station Road and driving along the oak-lined drive. The gates that once hung here were the earliest examples of automated gates. Viscount Byng was very proud of them but on the first trial a gate shut on his Rolls Royce and since then they were kept open!

7

## **Rock Garden**

The enormous rock feature was installed in 1931 by Col. Gavin Jones. Jones is famous for building the rock garden at Chartwell in 1948 home of Winston Churchill.

8

## **Top Lake**

Standing on top of the dam that Col. Gavin Jones so brilliantly used for a rock bank, look across the most recent of the lakes, built around 1880, which Lady Byng described as The Pond.

9

## **Liquidamber styraciflua**

One of the largest of its kind in the UK and best seen in Autumn when it turns from a pale green to deep crimson – a real spectacle in the landscape.

10

## **Queen Mary's Walk and Wilderness Garden**

The long avenue that leads away from the lake is named for Queen Mary. Queen Mary was a school friend of Lady Byng who often came to the gardens and enjoyed this particular view. Her husband, King George V, was also a frequent visitor.

11

## **Swamp Cypress (*Taxodium distichum*) and Strawberry Tree/*Pacific Madron* (*Arbutus menziesii*)**

Both very large specimens, the Strawberry Tree which is native to California is probably the largest of its kind and incredibly rare to the UK.

12

## **Eucalyptus gunnii**

Probably the largest of its kind found in the UK, it was grown by Lady Byng from seed off the first Eucalyptus trees that came into the country from Tasmania.



**Essex Meadow**

Between May and August, rare wild orchids can be seen growing in the meadow area.

Hay Field

Garden Compound

Eucalyptus Field

Sunken Garden

Rock Garden

Team Building and Activity Area

Sports Area

Trim Trail

Triangle Field

Bluebell Woods

Best to be seen March/April

Woods (Hall Row)

OLD FRONT DRIVE

Main Entrance

5

6

2

7

8

12

9

11

1

3

4








**Trim Trail**  
730m – 3170m in length

**Meadow Walk**  
2350m in length

**Woodland Walk**  
1040m in length

-  **Public Footpath**
-  **Entrance Road**
-  **Fire Assembly Point**



Lifthouse Spa & Hotel  
Frinton Road  
Thorpe-le-Soken  
Essex  
CO16 0JD

Website: [www.lifthouse.co.uk](http://www.lifthouse.co.uk)  
Email: [enquiries@lifthouse.co.uk](mailto:enquiries@lifthouse.co.uk)  
Twitter: @LifthouseSpa  
Facebook: [facebook.com/lifhousespa](https://facebook.com/lifhousespa)  
Instagram: @lifhousespa

