

bath house guest information



plan your visit



view our interactive map



frequently asked questions

considerations before you leave home



plan your visit

Before you arrive, prepare for your visit by clicking here to watch our 'Before you leave home' video or here to read our 'Plan your visit' section on our website.



appropriate swimwear

Swimsuits are required in the Bath House bathing area. The mineral-rich water may discolour swimwear.



footwear required

To reduce the risk of slips we recommend appropriate footwear around the pools and in wet areas.



minimise valuables

Lockers are available but we recommend you minimise the valuables you bring on your visit and remove jewellery before entering the pools.



accessibility

If you have any mobility needs, please contact us to plan your journey.



bring a drink bottle

Plastic bottles of water are no longer available to purchase. Please bring your own reusable bottle with you to stay hydrated. We have filtered water onsite for refills.



spa treatments

We recommend that you arrive at the Wellness and Activity Centre 15 minutes before your spa treatment time.

medical information



important

Stay hydrated. We ask that you take breaks regularly and stay hydrated during your visit.



medical advice

Please seek medical advice before bathing if you have any **medical conditions**.



feeling unwell

If you are feeling at all unwell we kindly request that you reschedule your visit.

things to know



reschedule or cancel

Call or email us to request changes 24 hours prior to your booking. Cancellations or changes made within 24 hours will be fully charged and the booking cancelled if you do not arrive within one hour of scheduled time.



when to arrive

It is essential you arrive on time to avoid losing your spot. Please allow an extra 15 mins to find us and park.



on arrival

Bathing suits and thongs are available for purchase on arrival. Robe, towel & locker hire is available for all guests subject to availability.



freedom wristband

On arrival, you will be given the option to link your credit card to your wristband so you can purchase retail and food & beverage items across the property.



mobile phone

We ask that you only take images of your group.



visiting with children

Children under 15 years old must be supervised at all times. 1 adult to every 10 children is required for school groups and we ask that there be 1 adult to every 6 children in family groups.



no smoking or vaping

As a place of wellness, we are a smoke-free & vape-free venue. If required, designated smoking areas are available prior to entry.



prams

Due to the layout of the Bath House bathing area, we ask that you leave your pram in your car.



shower before bathing

Please shower **before** bathing so as to keep our waters pristine and clean. It also primes the skin to receive the beneficial effects of the minerals.



pool toys

Floatation devices including inflatable pool toys and goggles are not permitted in the pools.



café

Our Amphitheatre Café has been transformed into an all-weather eatery serving simple and healthy dishes to enjoy. Visit the **website** for all dining details and menus.



allergies

We endeavor to cater to any allergy or dietary requirements so please advise of these at time of ordering. If you wish to discuss your booking prior to arrival, please call our reservations team.



planned maintenance

To ensure we provide a high quality experience for our guests, some experiences undergo planned maintenance. Please find our **full list of maintenance work** on our website under our 'What to expect' section.

Contact us at info@peninsulahotsprings.com or 03 5950 8777



peninsulahotsprings.com | open 7 days

For full **directions** and **terms and conditions** please visit our website.