Thermae Spa: Making a listed building accessible
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Thermae Spa had around 200,000 visitors in 2009-10. In their Visitor Survey a significant number of visitors, around 5%, classify themselves as disabled. The Spa is working to increase this number even further.

**Overcoming barriers**

“We are working hard to improve our accessibility within the confines of the building” says Charlotte Hanna, Sales and Marketing. “We are pleased now that we are listed in the Rough Guide to Accessible Britain. In the last few months our Access Statement has been updated and pictures added for the first time. Pictures help reassure potential visitors and also act as a marketing tool.”

Thermae Spa opened to the public in 2006. Its story starts many years previously when Bath and Northeast Somerset Council decided it would like to breathe new life into a historic area of Bath, housing some heritage spa buildings no longer open to the public. The current building, designed by Nicholas Grimshaw, is a dramatic fusion of Georgian buildings and a new wing housing new pools, treatment rooms and the iconic roof top pool.

Being on a restricted site and amalgamating several listed buildings, there were obvious restrictions to what could be achieved. Lifts were installed wherever possible, but at two points where the old and new buildings abut ramps were the only option and are now used as the main walkway for all visitors.

Treatment rooms were designed to accommodate wheelchair users. Treatment beds can be raised or lowered as needed, there are hoists/assisted seating into all the pools and shallow step access. All signage is tactile and is in Braille. Three private changing rooms for wheelchair users and groups were added to the changing suite on the upper ground floor.

“For us it is about making sure everyone can enjoy the spa experience” says Charlotte.

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**Thermae Spa**

Thermae Bath Spa is a stunning spa set in the historic city of Bath in the heart of Bath's World Heritage Site. Our award-winning spa has both traditional and modern elements, providing a range of luxurious spa treatments and experiences.

**Key Features**

- **Swimming Pool:** Experience the joy of a refreshing swim in any of our pools, whether you prefer the tranquil atmosphere of our award-winning Rooftop Pool or the soothing waters of our Thermal Spa Pool.
- **Thermal Pools:** Our Thermal Pools are available to use as part of your Spa Day experience. The Spa Day includes our Thermae Bath Spa Thermal Pool Experience, which offers a relaxing and rejuvenating experience.
- **Treatment Rooms:** Our Treatment Rooms are designed to provide a serene and setting for our range of spa treatments. Our therapists are highly trained and dedicated to ensuring your comfort and relaxation.
- **Health & Fitness:** In addition to our spa treatments, we also offer a range of health and fitness facilities, including a gym and Pilates studio.

**Location:**

Thermae Bath Spa is located in Bath Spa Station, Bath BA1 1ED.

**Contact:**

Visit our website or call us at 01225 475600 for more information or to book a spa day.
Involving disabled people
From inception the local disability group ‘Access Bath’ were involved in the design process. However, as Charlotte Hanna, says, “It’s important to constantly get feedback as a way of improving what you can offer. For example, at the outset there were teething problems and the Spa asked some of its earliest disabled visitors to act as ‘professional friends’ and provide advice on what needed improving.”

Growing the market
The Spa actively encourages visits from people with impairments. Anyone requesting a look around to check out the facilities is given a one-to-one tour. Disabled people and one friend or carer are both given a 50% discount on the ticket prices. There are close links with the hospitals in Bath and patients are offered temporary discount deals.