

SPA ETIQUETTE

The spa is a tranquil and serene retreat for your body, mind and spirit. Out of consideration for others may we respectfully request that all visitors keep noise to the minimum. Dedicate your time at our spa retreat to complete relaxation switching off cellular phones or other electronic devices and you will disconnect from the outer world and enter into the serenity of the mind.

Check In

We recommend that you book well in advance of your arrival to secure your preferred date and time of treatment. A phone number is required at the time of booking. Please check in at the spa reception at least 15 minutes prior to your scheduled appointment to avoid reduced treatment times and to have enough time to be informed about your treatment and to unwind yourself.

Dress Code

Guests are kindly requested to bring their swimming / bathing suite and their slippers when using the Spa premises. Towels are provided from the Spa reception.

Special Consideration

If you have high blood pressure, heart conditions, allergies, pregnancy or other medical complications may we advise you to consult your doctor before signing up for any spa services. Please make your spa therapist aware of any medical conditions. The spa brings no responsibility in any health damage.

Valuables

A secure box for valuables is provided in the spa reception desk but we recommend that no jewellery be worn at the spa. The management accepts no responsibility for the loss of money or valuables of any kind brought into the spa premises.

Cancellation Policy

A 12 hour cancellation notice is required to help us reschedule your appointment, subject of space availability. Cancellations that occur in less than 12 hours will bear 50% charge. No shows or cancellations that occur in less than 4 hours from your appointment time will bear 100% charge.

Children

Children under the age of 16 are not allowed in the premises of the Spa.

Gift Certificates

Gift certificates for our spa treatments are available please get more information from our receptionist

For any question or query do not hesitate to get more information from the spa reception.

Lotus Oriental Spa