

Spa etiquette

ARE THE SPA TREATMENTS AVAILABLE TO EVERYONE?

Unfortunately, we do not provide any treatments to guests who are under 14 years' old, if you have health concerns, serious health condition or are pregnant, please be sure to notify our spa staff when booking your treatment. Alcohol is not allowed in the Spa Center and is not recommended before or after treatment.

SHOULD I MAKE A RESERVATION FOR MY TREATMENT?

Yes, and it is best to do so upon or prior to your arrival at the resort to accommodate your schedule.

WHAT IF I NEED TO CANCEL OR CHANGE MY RESERVATION?

Please kindly allow 6 hour's notice prior to your scheduled appointment time, so that we may arrange the rescheduling of your treatment. Cancellations and/or changes made within 6 hours will be subject to a charge of 50 percent of the treatment price. No notification of cancellation will result in a full charge of the treatment price.

WHEN SHOULD I ARRIVE?

Arrive at least 15 minutes prior to your schedule appointment to allow sufficient time to prepare and relax, unwind and enjoy the tranquility of our spa center. Late arrivals will unfortunately not guarantee a full treatment time, as this would disturb the following guest treatment.

WHAT SHOULD I WEAR?

We will provide you with a robe and slippers to wear while visiting our Spa and you will be assigned a private locker to store your personal belongings. During your spa treatment, it is recommended that you remove all jewelry and clothing. Our therapists will provide you with disposable undergarments if needed. Our therapists are professionally trained and will ensure a level of comfort by appropriately draping areas of the body that are not a focus of the treatment.

SHOULD MEN BE SHAVED BEFORE A FACIAL?

Yes, for best results men should shave a few hours before their facial.

MAY I BRING MY VALUABLES?

It is recommended you leave your valuables in the safe provided in your guest room. The Hotel does not assume liability for any valuables left in the spa center.

HOW CAN I ENSURE A WONDERFUL SPA EXPERIENCE?

Discuss openly your likes, dislikes, concerns, questions or areas of focus with your therapist before and during treatment. Kindly inform our team members of any pre-existing medical condition prior to booking your spa treatments, as some treatments may be contra-indicated to certain conditions. Room temperature, lighting and amount of conversation should complement your service.

CONSIDERATIONS

If you have health concerns or are pregnant, please be sure to notify our spa staff when booking your treatment.

PERSONAL PREFERENCES

whether it is the room temperature or the level of massage pressure, please communicate your preferences with the therapist so that he or she can make your time with us a special experience.

The hotel management reserves the right to change treatments, services, packages, and pricing without notice.

OPENING HOURS

11:00 - 19.00 everyday