



SPA DAY ETIQUETTE & GENERAL TERMS AND CONDITIONS

HOW TO PREPARE FOR YOUR SPA DAY

- Spa days take place within the hours 10.00 hrs to 18.00 hrs 7 days a week
- Maximum group size 6 people
- Advise the hotel at least 24hrs before arrival of any dietary requirements, including vegetarian, vegan and raw requests
- Robes, slippers and towels are provided
- Remove any items of jewellery and makeup for facial treatments
- For the enjoyment of all our guests: Mobile telephones, tobacco products and alcoholic drinks are not permitted in the spa area
- Please arrive at spa reception 15 minutes prior to your first treatment to allow time for consultation and changing into a robe and slippers (provided by the hotel)
- If you have any medical condition or concerns, please mention it when booking your spa day or inform the therapist before treatment commences. Certain treatments may not be suitable for health reasons.
- Pregnancy - you can also enjoy treatments during this very special time. The spa staff will be happy to advise you on suitable treatments. Only advisable after the 1st trimester (12 weeks)
- Please do not drink any alcohol, smoke or eat for at least 20 minutes prior to a treatment, this will help to maximise the healing and wellness benefits of your spa day
- All body treatments can be performed more easily without clothing. However underwear, bikini or trunks should be worn. Areas of the body not being treated will be covered with a towel; we can provide paper panties
- If late for your appointment, we may have to shorten the length of the treatment. As a rule, treatments must finish punctually so that subsequent treatments can start on time
- Shower before using the pool, sauna or steam room
- The hotel is not responsible for any post treatment reaction or illness due to medical conditions that have not been recorded prior to the treatment taking place

CANCELLATIONS:

Credit card details will be taken at the time of booking and only used in the event of a cancellation charge. Spa Days may be cancelled up to 24 hours in advance. Otherwise the following charges apply:

- Cancelled 24 to 12 hours - 30% of the full price
- Cancelled 12 to 6 hours - 50% of the full price.
- Cancelled less than 6 hours - 80% of the full price
- No show - 100% of the full price.

Unexpected things do happen and on some occasions you may need to re-arrange your spa day. Please advise the spa or main reception as soon as possible and we will try to re-arrange a convenient, alternative day.