

Spa Etiquette – Regulations

- Opening Hours: Daily from 09:00-20:00. Spa contact numbers: 526 and 527.
- The entrance at the spa & the gym is allowed to people over than 15 years old.
- All our programs & treatments are subject to availability and you choose therapy (**not the therapist**). We recommend you to book your treatments before your arrival.
- We recommend you to arrive 10' earlier than the scheduled treatment. Any delays will result in shortened sessions to avoid inconvenience to other guests.
- To change or cancel your appointment, please contact the Spa Reception, 24 hours in advance to avoid any charge.
- **Cancellations:** You will be charged the 50%of the value of the treatment if your appointment is cancelled in less than six hours. In case of non-show, you will be charged the 100% of the value.
- **Before your first treatment or use of the pool, you should visit the doctor of the center.** Please inform us about your health status as well as of any allergies or other conditions that may be affected by the treatments.
- Please take a shower before each treatment and use of the pool.
- **The formal dressing in the Spa area is the bathrobe and flip flops. For hygiene reasons, a swimming cap is necessary.**
- At our Spa Center, you will find lockers. The Management is not responsible for any loss of valuables.
- Please turn off your mobile phone and any electronic devices when entering the Spa and keep quiet in the pool area.
- The Spa reserves the right to modify the programs without prior notice.
- For further information, please contact the Spa Reception. We will be happy to assist you.