



# Spa Etiquette

## **Reservations**

To ensure that we can accommodate your needs, it is highly recommended that you pre-book treatments. Please arrive 15 minutes ahead of your scheduled appointment so that you have adequate time to complete the necessary paperwork before your treatment begins.

Please understand that if you arrive late, your treatment time may be reduced accordingly.

## **Cancellations**

If you need to change or cancel your appointment, please let us know two hours prior to your scheduled time, otherwise a cancellation fee of 50% of the treatment will apply.

Pre-booked packages and pre-paid treatments are non-refundable.

## **General**

The spa is pregnancy-friendly. Please let us know if you are pregnant when you make your reservation, so that we can assure your comfort and wellness.

We highly recommend for safety reasons that all divers wait a minimum surface interval of 2 hours prior to engaging in a massage treatment.

Please respect the quiet ambiance of the spa and its surroundings.

Please ensure that your cell phone is left behind or on silent mode.

We reserve the right to refuse treatments to guests who are intoxicated. Our therapists are trained professionals, and any inappropriate behaviour will end your treatment.