



**Etiqueta Spa & FAQs**

*Spa Etiquette & FAQs*



### Payment, changes and cancellations

We accept most major credit cards and accept payment in cash. If you are staying at the hotel you can charge spa services to your room bill. If you need to change your time or cancel your treatment, please notify us at least six hours in advance to avoid being charged for the full service. 6 hours' notice is required for cancellation of packages or private groups.

We strongly recommend that you book in advance. In order to guarantee the reservation of your treatment, a phone number will be requested.

Although this information is correct at the time of publication, prices and services may be subject to change without notice.

### Lockers

Although lockers are available in the spa for you to store your belongings, we recommend that you leave all valuables at home or in the safe in your room. **Alma' Spa cannot be held responsible for lost or stolen items.**

### Time of arrival

To get the most out of your spa experience, we recommend that you arrive 15 minutes before your appointment. Late arrival will simply reduce the time spent on your treatment and therefore limit its effectiveness and your personal enjoyment.

### Access

Access to the Spa facilities is not allowed for people under 16 years old. Food or drinks are not allowed inside the Spa facilities. In order to avoid any loss or damage, we kindly ask our guests not to bring any valuable objects to the Spa.

### Choosing your treatment

Your wellbeing is of paramount importance to us. As such, please tell us if you are pregnant or have any health conditions or any concerns (such as high blood pressure, allergies, injuries or any type of special ability) when you book. If you experience any type of discomfort during your treatment, please let your therapist know straight away.



### Spa etiquette

In order to provide a relaxing and quiet environment, we kindly ask that you refrain from using your mobile phone in the changing rooms, spa area, treatment rooms and Fitness centre. If, for any reason, you need to use your phone, you can do so in the lobby area within reception.

There are ample changing facilities at the spa, so you can arrive wearing your normal clothes. Please note that swimsuits must be worn in all public areas, including the saunas, steam rooms, and hydrotherapy area. Robes and slippers are provided for your comfort before and after treatment. During treatment your body will be fully draped except for the area being worked on, but please feel free to wear whatever is comfortable for you.

### Shaving

For maximum benefit, we not recommend shaving less than two hours prior to a facial or before body treatments or hair removal services.