

SPA ETIQUETTE

SERENITY

We respectfully request all guests maintain the peaceful serenity of the spa by keeping noise to a minimum, switching off mobile phones and wearing soft sole foot wear.

SECURITY

Lockers are provided for personal belongings. No responsibility is accepted for any loss, theft or damage to valuables.

APPOINTMENTS

Please make advance bookings to secure your preferred date and time of treatment. Credit card details are required to secure the appointment.

LATE ARRIVAL

Late arrival will limit the time allocated, please plan your day to fully accommodate your appointment time.

CANCELLATION

We require a minimum 24 hours' notice to cancel your appointment. Reception will be happy to reschedule. Cancellation within 24 hours or failure to attend will incur a 100% cancellation fee.

SMOKING

Smoking is prohibited.

DRESS CODE

Please bring your swimwear if you are booked to use the Aquamedic Pool and steam. Robes, towels, slippers and toiletries are provided for your convenience. Male guests are required to bring swimwear for all hydrotherapy services.

GIFT VOUCHERS

Available for purchase at reception or arranged by phone to be sent to you. Gift vouchers are available online.

RETURNS

We do not refund, however we will gladly exchange within seven working days.

CHILDREN

Children must be accompanied by an adult at all times. Please advise reception if your children will be joining you for your appointment. Guests must be twelve years and older to book a spa treatment.

GENDER PREFERENCE

Male and female therapists are available. Please advise at time of booking of your preference.

SPECIAL REQUIREMENTS

Medical conditions, pregnancy and other special requirements must be notified to reception at the time of booking.