

The Spa Visit

To enjoy your spa visit act responsibly and courteously to ensure you and everyone else enjoys the experience. The spa environment is quiet, calming and relaxing and to contribute to this there are certain considerations.

When you visit a spa you should:

- Arrive at the specified time
- Inform your therapist during consultation what your needs and requirements are and what you expect from the treatments.
- Ask questions to clarify any concerns you may have
- Provide your therapist with accurate health or medical information
- Be courteous and respectful to therapists, other staff and fellow spa goers
- Follow instructions in use of equipment, products and treatments
- Be aware of the spa's policies and procedures

As a Spa Guest, you have the right to:

- Confidentiality and be sure that your personal data remains private
- Be treated by fully trained and professional therapists
- Enjoy a clean, safe, and comfortable environment;
- Receive a quality service and treatments of the highest standards
- Have all your questions answered honestly and in full about your spa experience
- Receive beneficial advice for homecare to complement the treatments you are receiving