



# SPA & GYM RULES REGULATIONS

## OPENING TIME

The gym is open every day from 8am to 8pm. The Spa, sauna, ice room and steam bath are open every day from 9am to 8pm.

## RESERVATIONS

We advise you to reserve your treatments in advance, in order to confirm your preferred time, according to your own schedule. All treatments and packages are offered upon availability. Our qualified staff is always available to give you all the necessary information and help you choose the right treatment for you. Visit the Spa, on the 3rd floor, or dial 712 from your room phone to reserve a treatment.

## TREATMENTS

Please arrive 10 minutes prior to your scheduled treatment, allowing you to relax and start your treatment on time. Please go to the Spa on the 3rd floor, even if your treatment is reserved for the Spa Suite. Your therapist will come there to pick you up and accompany you to the suite.

## PRIVACY

During the treatment, your therapist will be respectful of your privacy, only intervening on those parts of your body requiring treatment. Please inform him/her of your preferences and expectations. Please advise your therapist if you feel pain in some parts of your body, if you wish him/her to concentrate more in certain areas, or on the contrary,

you wish that some areas are not to be touched at all. Please let him/her know if, at any time, you wish to modify the massage pressure, the music volume or the room temperature.

## LATE ARRIVAL

Arriving late will unfortunately limit the time allotted to your treatment. As a courtesy to all our clients, all treatments are completed as scheduled. In case of delayed arrival, the full price of the scheduled treatment will be charged.

## CANCELLATIONS

Please notify the Spa or the Hotel Reception at least 5 hours in advance if you need to cancel or reschedule your appointments. Any cancellation with a shorter notice will result in a 50% fee being charged. No shows will be charged at full price.

## AGE

To ensure serenity for all our guests, children under the age of 16 are not permitted in the Spa at any time

## HEALTH

If you are taking any form of medication or you suffer from heart conditions, high or low blood pressure, epilepsy, diabetes or asthma, or in case you are pregnant, please notify a member of staff before using the gym or spa facilities or when you book a treatment.



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## NOISE

In order not to disturb the guests in the treatment rooms, please make as little noise as possible and do not use your mobile phone in the Spa.

## FOOD AND BEVERAGE

Only food or beverages served at the gym or in the Spa are permitted.

## LOST & DAMAGED PERSONAL PROPERTY OR PERSONAL INJURIES

The hotel shall not be held responsible or liable for any loss, damage or personal injury to guests visiting the gym and Spa.

## WHAT TO WEAR

Please wear appropriate clothing and footwear in the gym and Spa.

## SAUNA, ICE ROOM & STEAM BATH

Please be aware that the sauna, ice room and steam room are mixed gender. We therefore kindly ask you to wear a bathing suit or a towel at all times.

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