

Privacy and Relax:

In order to provide all guests with a pleasant and calm environment it is kindly requested to reduce rumors, as treatments may be taking place at all times.

In order to respect relax and privacy, it is kindly required to keep the mobile phones off during the stay in the SPA center.

Advice and Care:

The proposed treatments are exclusively aimed at the recovery and maintenance of the physical and mental wellness of the person and they fall outside the aim to provide therapies or diagnoses that remain of your doctor competence.

In case of pregnancy, allergies, high pressure, heart problems, diabetes, epilepsy and problems with the breathing apparatus we advise you to consult your family doctor before booking any treatment. Spa access is permitted for children under 16 accompanied by an adult. Children under 16 are not allowed to use Sauna and Turkish Bath.

Booking SPA treatments:

We suggest you to book your treatments in advance, in order to choose the best time according your commitments. All treatments are subject to availability.

Cancellation:

No charge for cancellation 2 days before the appointment.

Charge of the 50% of the cost of the treatment for cancellation within the day before the appointment.

Full charge of the cost of the treatment for cancellation in the day of the treatment.

Punctuality:

We suggest you arrive at the Spa 10 minutes before the set appointment in order to relax and start the treatment in the accorded time. In case of delay, the ending time will remain the same in order to not penalize the next client. A shorter session might create fewer benefits and reduce your satisfaction level. In each case, will be charged the full cost of treatment.

Duration of treatments:

The duration of treatments can be extended in accordance with the operator and subject to availability, paying a price difference.

What to wear:

We suggest you to wear the bathrobe, slippers and towel that you will find in the room. During the treatments, we ask you to wear your bathing suit or the provided single use.

How to implement your experience at the SPA:

During all treatments, the therapist will be taking care of your privacy acting exclusively on the body parts involved. Feel free to share all your concerns and doubts regarding music volume, hand pressure, room temperature etc.