

### **SPA ENVIRONMENT**

Pürovel Spa & Sport is an adult sanctuary. Guests must be 16 or older. For your peace and privacy, mobiles and other electronic devices are not permitted. If you wish to receive messages during your time with us, please let our staff know - we would be happy to assist you.

### **SPA RECEPTION COORDINATORS**

All of our spa reception coordinators are available in the spa and by phone to help you customise your spa experience and plan your treatment. They will also be happy to answer your questions and address your concerns.

### **CANCELLATION POLICY**

If you must reschedule or cancel any spa appointments or packages, please notify the spa 24 hours in advance to avoid being charged for the service. Any cancellation within 6 hours of appointment will incur a 50% cancellation fee. Missed appointments without proper notice are subject to a 100% charge. The same applies for no-shows.

### **SPA ARRIVAL AND ETIQUETTE**

We recommend that you arrive 20 minutes prior to your scheduled appointment time - this gives you time to familiarise yourself with the facilities and relax before your treatment. Please note that all treatments end on time, regardless of start time. Please leave jewellery and valuables in your room or the hotel safe.

### **PERSONAL MATTERS**

Please inform us of any health conditions at the time of booking (e.g. high blood pressure, heart condition, allergies, pregnancy). You will also be asked to complete a medical history form upon arrival, so we may better customise your experience to your needs.

### **SPA ATTIRE**

You will receive a robe and sandals to wear between treatments, and a locker for your personal belongings. Our therapists are highly trained in draping procedures to ensure your complete privacy, however, for your comfort, undergarments may be worn during treatments.

### **GIFT CARDS**

Gift cards for all spa services and packages are available for purchase. Please contact our spa reception coordinators for further information.

### **TAXES AND SERVICE CHARGES**

Value added tax is included in the treatment price.