

Spa Rules and Regulations

Right to Admit & Offer Spa Therapies

We reserve the right to admit guests and offer spa therapies. Spa therapies will be offered only to medically fit persons of age 18 years and above. The decision of the spa team in declaring a guest fit and eligible to take a spa therapy is final and binding. Appointments are subject to availability and hence we recommend booking appointments well in advance.

Spa Policy

We require our guests to use the disposable underclothes provided for every therapy in order to maintain the highest standards of privacy and hygiene. All therapies are provided only at the spa premises between the start and end times advertised. Lights cannot be switched off completely and therapy room door cannot be locked during the therapy.

Inappropriate Behaviour

Our therapists reserve the right to stop any therapy at any point of time in the event of any inappropriate behaviour, gestures, innuendos or requests of sexual nature by a guest. Such guests will be blacklisted and no further appointments will be offered to them and memberships will be cancelled. In this case the membership stands to be cancelled and no refund or compensation would be provided.

Full Disclosure

Guests are required to make full disclosure of their health condition, allergies etc. at the front desk before starting their therapy since some spa therapies may not be recommended in case of contraindications.

Medical Advice

Advice by the spa employees should not be construed as a substitute for medical advice by a family physician or specialist. Guests are required to cross-check with their physician or specialist before taking any spa therapies.

Customisation

The duration, technique and material used for every therapy is scientifically pre-determined by our technical trainers. It will not be possible to modify or customize them beyond permissible limits.

Therapist

While we will make every effort to meet your requests, we cannot guarantee a specific therapist or gender. All therapists are equally trained in all therapies and draping protocols to ensure your comfort at all times.

Late Arrivals

In case of late arrival by a guest beyond ten minutes of the scheduled appointment time, we reserve the right to shorten the therapy duration for the same price or offer a completely different therapy of a shorter duration. This is so that the next appointment is not delayed.

Menu & Price

List of spa therapies offered and their prices are subject to change without prior intimation. Guests are required to check with the spa front-desk for the latest menu and prices before selecting their spa therapy.

Refunds & Extensions

Pre-paid memberships and gift vouchers cannot be refunded. Their validity cannot be extended either.

Personal Belongings

Responsibility of personal belongings rests solely with our guests and we accept no responsibility for lost or misplaced belongings. While we strongly advise against carrying valuables to the spa, provision for a guest locker has been made in every spa room. Please use the locker and retain the keys with you during the entire duration of your visit.