

THE
SPA
Etiquette



Our spa environment is one of relaxation and tranquility.

Please respect all spa guests' right to privacy and serenity. We kindly request of you to switch off your cell phone and electronic devices or have them on silent mode at all times, whilst maintaining conversations to a whisper.

Age Requirement

'The Spa' treatments and 'The Spa' facilities are available to guests over 16 years of age.

Health Concerns

During your first visit to 'The Spa' whether for the use of facilities and/or treatments, you will be required to complete a guest questionnaire. Please advise us and answer the questionnaire to the best of your knowledge, for any health conditions you may have. You will provide our therapist with the necessary information to complete a treatment safely and without any complications. All information collected is strictly confidential and will only be shared with the therapists who will be performing your treatments.

Your personal data is very important to us. Alasia Hotel, including 'The Spa', is fully compatible with GDPR regulations. We use your personal data to provide you with services that you have requested, have been requested on your behalf, or we are legally obliged. Our use of your data is limited to the provision of 'The Spa' services only. Data is kept in protected facilities. Regarding 'The Spa', your data is being renewed every 12 months.

Pregnancy

We have specially designed treatments that are suitable during pregnancy from the second trimester (after 12 weeks) and for nursing mothers. Please allow our spa team to guide you with the selection of treatments that are most suitable during this special time. We kindly ask you to consult with your physician prior to your reservation.

Spa Attire

For your comfort, we shall provide you with a personal secure locker with appropriate spa attire for use during your stay with us. Suitable swimwear is required at all times during the use of 'The Spa' facilities.

Undergarments are required for all treatments performed. For some treatments you will be provided with disposable undergarments by your therapist. Suitable towel draping will be used at all times. Your therapist will refuse to perform your treatment if the above requirement is not met on your behalf.

Jewelry & Valuables

It is recommended that you do not bring jewelry or valuables to 'The Spa' but instead keep these in your personal locker provided or at home. The Spa does not assume any responsibility and/or liability for loss or damage of personal articles.

Lost Property

All lost property found on the premises should be handed at 'The Spa' reception. Items will be stored for three months based on the Lost and Found regulations of the Alasia Boutique Hotel. If not collected within the time period, items will be donated or destroyed. Liquids and private items will be kept for 48 hours only.

Reservations

Advance reservations for treatments and/or facilities are highly recommended and required, to ensure preferred times and treatments are available and to avoid disappointment. Walk-in reservations are welcomed and are subject to availability. Should you have a therapist preference please make sure to include the request at the time of booking, so we can secure preferred therapist and time availabilities.

Arrival

We recommend that you check in at 'The Spa' reception the latest 15 minutes prior to your first scheduled appointment. Arriving in good time will ensure smooth transitioning to the spa attire without any rushing and collection by your therapist at the allocated time. We are committed to offering all our guests a reliable timetable. Late arrival will result in a reduction or amended treatment time without refund and charges will be made based on your original confirmed reservation.

'The Spa' Facilities

'The Spa' Facilities feature the Ozone Therapeutic Relaxing Pool, Jacuzzi hot tub, Sauna and a Steam Bath alongside an exercise studio. Use of 'The Spa' facilities is complimentary for 1 hour, for guests over the age of 16 who have treatment reservation of 55 minutes or more in length, and for resident guests (above the 16 years of age).

Reservations for 'The Spa' Facilities are required and are subject to availability.

General

- Food & drink should not be brought into 'The Spa' for consumption during your visit.
- Refreshments are available in the relaxation area. Additional drink refreshments can be ordered from the Food & Beverage outlets of the Hotel.
- A towel should always be placed on sauna and steam room benches between you and the bench.
- Please do NOT add oils or other products to the sauna bucket water at any time and under any circumstances. Please place all used attire in the baskets provided.
- During treatments, please let your therapist know if you are comfortable, uncomfortable, too warm or too cold, or if the pressure applied is too light or too firm. Your comfort and care is our greatest concern and priority.
- If you have a particular injury or physical condition, please explain it to the therapist. They can suggest appropriate adjustments to the treatment for your comfort and enhancement.
- There is no pressure to talk during treatment. It is entirely up to you. If you have any questions or would like to talk, certainly do so. The therapist will take their cues from you. If you are quiet, they will be too.

Cancellation Policy

Free cancellation is available 30 hours before your treatment is due to start. Failure to do so will result to a 50% cancellation charge. No-show will incur the full charge. For re-scheduling your treatment please contact us at least 12 hours before the treatment is due to start in order to avoid any charges and secure new suitable availability for your reservation. Credit card details and preauthorization may be required in order to confirm a reservation. For group reservations of 3 people or more, a 50% prepayment will be required to secure your reservation.