



# MATANA SPA

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## GENERAL SPA INFORMATION

Please reserve your treatment by dialling ext. 2 from your room or by visiting our spa at your convenience.

Please arrive 15 minutes prior to your treatment schedule to enable you to enjoy a refreshing welcome drink. Any jewellery worn can be placed in a jewellery basket provided inside the treatment room.

### **FEMALE GUESTS:**

**Pregnancy:** Please be aware that during pregnancy you may wish to avoid using deep pressure treatment. Please feel free to discuss the alternative treatments available.

For your ease and comfort, please undress completely for your body treatment. Our therapist will drape you appropriately for privacy during your treatment. Disposable underwear and a bath robe can be provided.

All our Spa rooms are equipped with a shower and bath where you will be left alone to enjoy privacy.

On finishing your treatment, you may be asked to fill out our Spa Comment Card. Please take the time to answer all the questions based on your treatment experience. Any emergency concerns you may have, please alert our Spa Receptionist / Coordinator.

## SPA ETIQUETTE AND POLICY

### **Guest Minors**

Guest minors up to 15 years old must be accompanied by a parent or provide a signed waiver. A proof of age may be required.

### **Late Arrival**

Your treatment will be applied based on the confirmed treatment schedule to prevent delays. Any late arrival will shorten your treatment.

### **Smoking and Alcoholic drinks**

Smoking and alcoholic drinks are prohibited in Spa area. You are required not to consume alcohol within eight hours prior to your treatment time.

### **Relaxation and Privacy**

Our spa environment is a setting for tranquility and relaxation. Therefore, you are kindly requested to maintain peace and privacy. Please do not use your mobile phone in Spa area.

### **Cancellation**

The minimum cancellation time or schedule change is 24 hours prior to your treatment schedule. Otherwise, a cancellation fee will be charged for treatments which are not attended.