

## Prana Spa Guideline

Please take a moment to read through the information below on “how to Spa” prior to your spa treatment

**Arrival time** - In order to make sure that you will enjoy your entire treatment, we recommend to arrive 15 minutes prior to the commencement of the Chill treatment to allocate for check-in process. Arriving late may limit the time of your treatment, regardless of when your treatment starts, the treatment will end based on the schedule to avoid any further delay for our following guests.

**Attire** - Guests are welcome to arrive in regular and comfortable attire. We will provide the guests with a kimono, slippers, disposable underwear and a locker for their personal belongings. If the guest feel more comfortable to use their own attire, we suggest to bring their own swim wear but please be aware if the guest use their own swim wear, some treatments may contain products that may cause a permanent stain.

**Cancellation policy** - The treatments selected are reserved especially for you with one of our trained therapists. Any cancellation notice less than 8 hours prior to the original appointment will incur a 50% cancellation fee. In the case of no show, the full amount will be charged accordingly. To secure a reservation a credit card number will be required.

**Jewellery and valuables** - Jewellery is not to be worn during treatments so guests are recommended to leave valuable items at home or in the safety box in your room. We do provide a locker for personal belongings however please note that we take no responsibility for lost or misplaced property.

**Menstrual cycle** - Our Guest Relations will be pleased to assist in choosing a suitable treatment for you. A number of our treatments are not recommended to have during the menstrual cycle.

**Minimum age for Chill treatments** - Guests must be over 16 years of age to experience a spa treatment. In order to assure a quiet environment, children are not allowed to be present nor left behind in spa reception.

**Photography** - We appreciate that you will love your surroundings however to protect everyone's privacy, photography is strictly prohibited in and around spa.

**Pregnancy** - Prana Spa offers pregnancy massages which were designed for a safe experience. We do not like to offend so please do not ask for anything outside our set treatments as they will be refused. The Prana Spa team will be happy to assist with any guidance.

**Respect other guests** - The spa environment is tranquil and relax, therefore we highly appreciate it if you could respect other guest right of their privacy and maintain a quite environment by making sure that all cell phones and pagers are turned off while entering Prana Spa.

**Special health considerations** - Some spa treatments may react with medications and medical treatments. If you have special health considerations including allergies, please inform to our spa team when making the booking and as well as on arrival for double prevention. You may inform the therapists if you experience discomfort at any time during their treatment.

**Smoking** - As you have entered a spa environment where health and wellbeing is promoted and for the comfort of other guests, smoking is strictly prohibited in and around spa. Your comfort - Sunbathing, consuming alcohol and eating heavy meals prior to treatments are best avoided as this may affect your spa experience. Should we find the guest has consumed too much alcohol or any mind-altering substances will be refused to have the treatments and will be charged for their treatment.

**Gift certificates** - As a gift or any for special occasion, we can arrange gift certificates tailored to the guest needs. All gift certificates are available at our Guest Relations counter and are valid for twelve months from the date of purchase.

**Payment for spa services** - Prana Spa accepts cash and majors credit cards and payment is accepted upon check in for the guest treatment. Our hotel guests may charge Chill services and products to their room account.