



SPA ETIQUETTE

ARRIVAL

We require guests to arrive at least **20 minutes prior** scheduled appointment time to complete the necessary consultation forms and make preparations for an exceptional spa experience.

LATE ARRIVALS

Arriving later than scheduled appointment may shorten the duration of the treatment. Unfortunately, extension may not be possible beyond the booked time as to prepare for the next appointment.

CANCELLATION POLICY: 4 HOURS PRIOR APPOINTMENT

Cancellations made within 4 hours prior appointment time will incur 50% charge and no show will incur a 100% charge.

ATTIRE INSIDE THE SPA WET AREAS

Wearing swimming attire is required when using the spa wet areas. Robes and slippers will be provided.

ATTIRE DURING TREATMENT

Our therapists are well-trained to observe client modesty at all times however, during spa treatments, we do require our clients to only be in their underwear. Disposable underwear is available in the treatment room.

SAFE-KEEPING

You may utilize our lockers for safe-keeping your personal belongings. For in-house guests, we highly encourage to leave all valuables and jewelry inside your room.

Note: Please make sure to lock your respective lockers when going to our wet areas or when going to treatments. **Sofitel Spa will not be liable for the safekeeping of your valuables.**

MEDICAL CONDITIONS

We advise our clients to inform our staff for any medical conditions, injuries or if they are pregnant at time of booking as some treatments may not be suitable for them. Our Spa team will guide you in selecting suitable treatments applicable to your condition.

DISCRETION

The Sofitel Spa is a place of tranquility and relaxation. We encourage our guests to maintain a quiet environment while inside the spa as some guests are having their treatments. Also, kindly ensure your mobile phones are on silent mode.