

HOW TO SPA

At Villa Day Spa we give each client total attention and care ensuring a truly unique experience. To achieve total relaxation we ask that you observe our important rules of Spa Etiquette

Making a booking

Please phone to arrange a booking ensuring that we can meet with your requirements.

What if I have special health considerations?

Please notify our receptionist before booking a treatment if you are pregnant or breastfeeding, have any allergies, high or low blood pressure, heart condition or other medical conditions. (Heat treatments may not be recommended for these clients.) You may need to consult with your doctor before undertaking treatments at our spa.

Tours of the Spa area

Please phone to book a Spa Tour, our receptionist will happily explain our different treatments and facilities that are available.

Should I arrive before my treatment time?

We ask that you arrive 15 minutes before your treatment time to allow for changing and consultation prior to your treatment.

The Spa Environment

To maintain "absolute mind and body relaxation" we request that all mobile phones and electronic equipment is turned off.

What should I wear?

Our therapists are trained to drape your body to ensure comfort and privacy. It is recommended that no clothing is worn during a body treatment however, you may choose to wear your own undergarments or bathing suits, and alternatively we can provide disposable underwear for your convenience. A locker, robe and slippers will be provided once you have arrived for your treatment. Please bring your own hairbrush or comb if required.

During the treatment

Relax, this is your time. Your therapist will ask questions before the treatment starts to provide the best possible experience. Such questions may include pressure, temperature, comfort etc. Please feel free to relay any issue to your therapist throughout the treatment.

What if I am late for my appointment?

Unfortunately, running late will limit your treatment time, which will reduce the effectiveness of the treatment. All of our treatments are completed within the scheduled time to avoid keeping clients waiting.

What if I need to cancel?

A minimum 12 hours notice is required for cancellation of bookings. Cancellations made outside of this time frame will result in a 50% cancellation fee. Clients who fail to turn up for an appointment will be charged the full price of the scheduled treatment.

How can I pay?

Products and services may be charged to hotel accounts. We also accept major credit cards, cash or gift certificates.

What should I do after my treatment has finished?

You may choose to use our bathing facilities or rest in our relaxation area. Please drink plenty of water following your treatment and feel free to discuss any product questions with our receptionist or therapists. When you are ready to leave the spa please return any towels or gowns to our receptionist and complete payment.

