

SPA ETIQUETTE

SPA BENé offers an atmosphere that favors harmony and relaxation, where you can enjoy an herbal tea in complete tranquility; it is an area for both men and women and the use of bathing suits and slippers is mandatory. We thank you for contributing to the quiet of our wellness area by talking in a soft and calm tone of voice and turning off cell phones. We would like to remind you that food and beverages are prohibited and access is not allowed for your furry pets.

Clothing

We suggest that you arrive to the wellness area wearing a bathing suit, a robe and the slippers available in your room. If necessary, we will be happy to provide you with them. During a treatment, we recommend wearing the disposable underwear provided by our staff. Our professional therapists guarantee maximum comfort by covering the areas of the body that are not part of the aesthetic treatment.

Personal valuables

We recommend that you leave your valuables in the safe in your room or in the additional safes available at the Reception. The Management assumes no responsibility in case of loss or theft of personal belongings within the wellness area.

Health concerns

When you make your reservation for treatment, please inform our staff of any health problems, particular health conditions, or if you are an pregnant. Some treatments may be advised against or inappropriate.

Choice of treatment

If you would like assistance in the choice of treatment, please contact the staff directly by calling 055/22879525 or extension 525 from your room. We recommend reserving the chosen treatment in advance.

Maximum benefit from the chosen treatment

We suggest that you arrive 20/25 minutes before your appointment in order to spend 10 minutes in the sauna to relax your muscles, followed by an aromatic cold shower and 10 minutes in the relaxation area.

During the treatment

Our priority is to satisfy your needs and expectations. Please inform the therapist if you ever feel uncomfortable during treatment (i.e. pressure of massage, music, temperature, etc.). The wellness area personnel will immediately see to resolving the problem to guarantee your maximum comfort.

Cancellations

Cancellations or reservation time changes must be communicated within 8.00 pm the day before the treatment.

Treatments cancelled after or “no shows” will be charged in full.

Alcoholic beverages

We recommend that you do not consume alcoholic beverages during or immediately after treatments.

Shaving/Hair removal

Shaving or any kind of hair removal is not recommended before any treatment. It is, however, recommended that male guests shave before a facial treatment at least two hours before the appointment time.

Minimum age

Guests under the age of 18 must be accompanied.

Children are welcome for facial, hands and feet treatment, but under the age of 12 they are not allowed access to the wellness area and gym.

Gift cards

A wonderful gift for every occasion. Please contact the wellness area for purchase. Vouchers are neither refundable nor transferable and may not be converted into currency. Please contact the wellness area for purchase at 055/22879525 or 525 from your room.

Payment

Major credit cards and cash are accepted. Hotel Guests can charge treatments to the room.