

## **SPA ETIQUETTE**

**BENè** offers an environment designed to foster harmony and relaxation. We are grateful to our guests for contributing to the easeful hush of our wellness area by speaking in calm and quiet tones, and turning off their mobile phones. We remind guests that it is prohibited to bring food and drinks into this area, and that there is no admission for your four-legged friends.

### **Clothing**

We recommend guests to arrive in the wellness area wearing the bathrobe and slippers provided in their rooms. We shall be happy to supply these if necessary. During the treatment we recommend that guests wear the disposable underwear provided by our staff. Our professional therapists will ensure guests' maximum comfort by covering the areas of the body not involved in the cosmetic treatment.

### **Valuable possessions**

We recommend that guests leave their valuables in the safes provided in their rooms, or hand them in at reception for safe keeping. The Management does not accept any responsibility in case of the loss or theft of personal belongings inside the wellness area.

### **Special health conditions**

In the case of health issues or for guests who are pregnant, we would kindly ask you to inform our personnel at the time of booking the treatments. Some treatments may not be advisable or suitable.

### **Choice of treatment**

Guests can find the complete list of the treatments offered by the BENé spa and wellness area in the brochure in their rooms or on our website. If you require help in the choice of a 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 guests arrive 20/25 minutes before the appointment and indulge in a 10-minute sauna to relax the muscles, followed by an aromatic cold shower and 10 minutes in the relaxation area.

### **During the treatment**

Our absolute priority is to satisfy our guests' needs and live up to their expectations. We therefore ask you to kindly tell the therapist if you feel uncomfortable during the treatment (for example about the pressure of the massage, the music, the temperature etc.) The personnel of the wellness area will immediately resolve the problem to ensure you the maximum possible comfort.

### **Cancellations**

Any cancellations or changes of appointment times must be communicated at least 24 hours in advance. Cancellations made less than 24 hours ahead of the appointment time and "no shows" will be liable for the entire charge of the booked treatment.

### **Alcoholic drinks**

We recommend that guests should not consume alcoholic drinks during or immediately after treatments.

### **Shaving/Depilation**

In general we suggest that guests should shave or perform depilation before any treatment. In the case of facial treatments for men, we recommend that shaving should be performed at least two hours before the treatment.

### **Minimum age**

Guests under the age of 12 are not allowed into the wellness area. Children are welcome for the facial, hand and foot treatments: however access to the gym and the wellness area is restricted.

### **Gift Cards**

A wonderful gift for every occasion. We invite you to contact the personnel of the spa and wellness area for information and purchase. The vouchers cannot be refunded, nor transferred nor transformed into cash.

Please call 055/2287525 or extension 525 from your room.

### **Payment**

All major credit cards and cash are accepted for payment. For the guests of Villa Cora, the treatments booked in the spa and wellness area can be charged to the hotel account.