

# SPA ETIQUETTE

## SPA OPENING TIMES:

We are open from 9 am to 6:30 pm daily. Treatment time 10 am to 6 pm.

## NOISE LEVEL:

Our Spa environment is one of relaxation and tranquillity. Please respect all Spa guests' right to privacy and serenity. To maintain this, the Spa is a mobile free zone.

## COMFORT:

Spa guests who have booked a treatment are provided with complimentary towels, robes & slippers. Please note that swimwear is required in the Thermal Suite.

## HEALTH CONDITIONS:

Kindly advise us of any health conditions, allergies or injuries which could affect your choice of treatments when making your Spa reservation. If you have any condition that you feel may prohibit you from using our facilities, please consult your GP prior to your visit. Alternatively, please contact the spa reception.

## TREATMENT POLICY:

To ensure efficiency for all guests we ask that you arrive at least 60 minutes prior to your treatment start time. This will allow time for check-in, fill out the consultation form, change into your robes and slippers and use the Thermal Suite.

Please understand that your late arrival may result in a reduction of treatment time as a courtesy for the next client. However, the full treatment price will still apply.

## CANCELLATION POLICY:

Credit/Laser card details will be asked for when making your appointment. Please give 24-hour notice to change or cancel your appointment; otherwise, we will need to charge the full price of your treatment. The charge will be applied to the card provided on booking or to your hotel room bill. For groups of 3 and more cancellation time is 48 hours.

## SERVICE CHARGE/GRATUITIES:

If you wish to provide an appreciation to your Therapist, gratuity can be made at The Spa Reception.

## VALUABLES:

Lockers are provided on a complimentary basis for guests availing of Spa treatments. Lockers are provided for your individual use; however, we recommend that you do not bring valuables into The Spa. The Spa at Kilkea Castle does not accept any responsibility for loss or damage of personal items at any time on the Spa premises. All valuables should be kept securely in the lockers provided or left in the guests' bedroom.

## CHILDREN POLICY:

Please be advised, for safety reasons, children under 18 are not permitted to use the spa.

## GIFT VOUCHERS:

The Spa at Kilkea Castle gift voucher offers the perfect gift solution, whatever the occasion. Vouchers may be redeemed against individual spa treatments, day spa packages, rituals, overnight spa breaks or products.

