

When do I pay for my treatment?

This is your choice, on arrival if you have the time or after your treatment. We do accept EFT's however payment will need to be done 7 days prior to your treatment date.

Can I bring my cell phone into the Spa?

Unfortunately we ask that all electronic equipment be switched off or onto silent mode. Respect for other guests. Our Spa environment is one of tranquillity and relaxation, so please respect the peace and privacy of the other spa guests by speaking in a soft voice or simply enjoying the silence.

When do I call to cancel an appointment?

The treatments you select are reserved especially for you. Guests will be charged a 50% cancellation fee for treatments cancelled less than 6 hours in advance. No shows will be charged at 100%

What are the operating times?

We are open seven days a week from 08h00 to 21h00. The last massage appointment would then be at 19h30 for example.

Refunds and returns

Treatments and packages are non- refundable, non transferable and may not be exchanged for money. For hygiene reasons, products purchased may not be returned or exchanged.



9th Floor Suncoast Towers
P.O Box 10690
Marine Parade, 4056
Tel: 031 314 7900
Fax: 031 314 7901



How to Spa

&

Spa Etiquette



The only thing overlooked is the Indian Ocean!

What should I wear to the Spa?

Wear whatever is comfortable; we will provide you with a sarong and slippers.

When should I arrive at the Spa for my treatment?

Please arrive 5 minutes prior to treatment to allow time to change and familiarize yourself with the facilities. Arriving late may make it necessary to limit time for your treatments that the next guest is not delayed.

Is there someone to help me decide on treatments?

Our spa practitioners will advise and explain treatments, different techniques and options to you.

Is there a limit to the number of treatments I should plan in a day?

You can have as many as you like. Our reception staff will tell you the best order of treatments.

What if I have special health conditions?

These can be discussed with your practitioner prior to your treatments i.e Allergies, pregnancy, physical ailments or injuries or any other concerns you may have.

What should I wear during treatments?

Most treatments are enjoyed without clothing, other than underwear. A selection of disposable underwear is available in your private treatment room for you to choose from, male and female



What shoes should I wear if I am having a Pedicure?

You would not want to smudge your perfectly painted nails after a pedicure. We would suggest that you bring a pair of open sandals.

What about the massage table, will I be covered?

All our practitioners are trained to drape the sheets discreetly over areas of the body not involved in the treatments and to protect your privacy at all times.

Can I ask the practitioner to adjust things to increase my comfort?

Definitely! This is your time, so enjoy the experience to the fullest! Whether it's the room temperature, the amount of the massage pressure, the music or your personal choice of our specially blended oils, just ask!



Should men shave before their facial treatments?

It is recommended that men shave a few hours before the facial treatments, rather than just before.

Should ladies shave their legs before a massage or treatment?

No, it's not necessary- only if you feel comfortable.

Water

Drink a reasonable amount of fluids (water or herbal teas) before and after your treatments, in order to flush the body of toxins.

What about my jewellery and valuables?

All our rooms are private, and a small jewellery box and digital lock up safe provided for your use during your time in the spa. The Spa does not assume any liability for your personal belongings.

Is the spa for men, women and children?

Men and women, no children under the age of 16 are permitted.

What facilities do you have?

The spa is situated on the 9th floor of the Towers. There are 7 treatment rooms, two of which are dual rooms. Each offers private en-suite facilities to create a very private and comfortable space for your comfort and enjoyment, and all have the most spectacular view of the Indian Ocean.

How often should I have a massage?

Once every week or two is ideal for keeping your muscle tissue pliable and in good shape.

Gratuities

Gratuities are voluntary and are not included in the treatment price. You may wish to tip your therapist based on your experience.

Can I purchase a gift voucher?

A perfect gift to spoil somebody you care about. The voucher can reflect the value or the specifically chosen treatment.

