

Frequently asked Questions ::

How long before my appointment should I arrive?

It is important to arrive at least 10 minutes prior to your appointment time. This allows enough time to fill in your client details form, relax and prepare yourself for your treatment.

What if I am late?

Arriving late will only reduce the time spent enjoying your treatment. As we have clients arriving before and after your appointment time it is important that we respect and subdue to these times.

Cancellation Policy?

24 hours notice is appreciated if you need to cancel or reschedule your appointment.

What should I wear?

Disposable underwear is provided for all spa treatments; however you are invited to wear swimmer bottoms if you feel more comfortable. Professional draping is applied at all times to ensure your privacy is respected.

Can I buy gift vouchers?

Personalised gift vouchers are available for purchase along with a range of spa products that allow you to take the spa experience home with you.

ambience
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